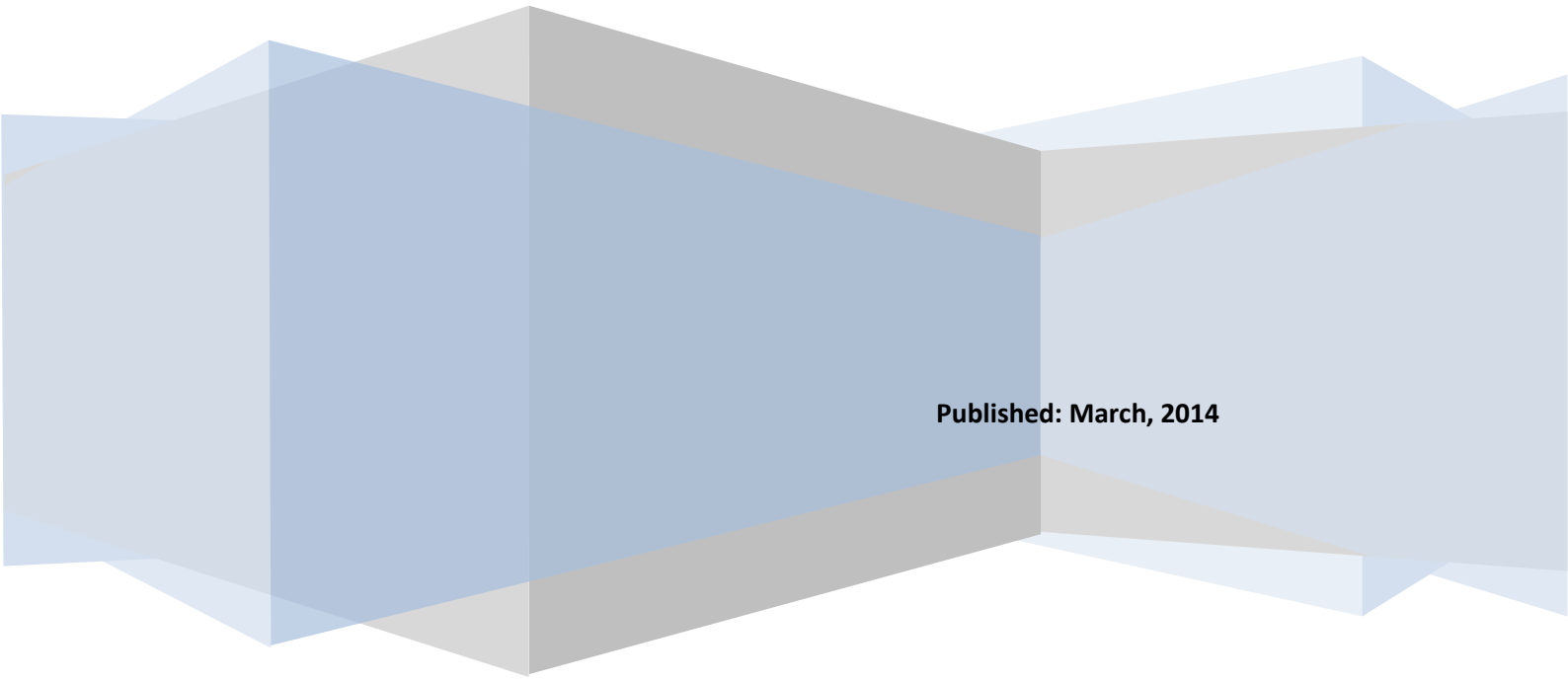
Interworks

Interworks Cloud Storefront

User Manual



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1. About this guide

Introduction

This guide provides instructions for Interworks Cloud Storefront end user.

Note:	This guide is updated as new information becomes available. Before you begin, be sure to check downloads section of the Interworks Cloud support site, **http://www.interworkscloud.com/downloads**, to make sure you have the latest version of the guide. The publication date on the title page indicates the version.

Support and feedback

To receive support for the Interworks Cloud platform use the following link http://www.interworworkscloud.com to access product downloads and online help and documentation

Note:	When you login to BSS Platform, you have the option to communicate online with one of our representatives from our Support Departments, simple by clicking the icon on the right side of the Home Page.

2. Welcome

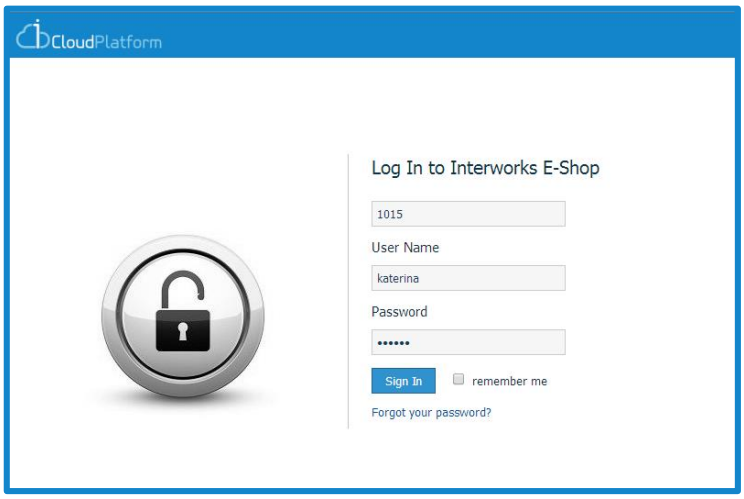
Welcome to Interworks Cloud Storefront, the simplest electronic commerce that consumers can use to buy Products and Services over the Internet. Storefront provides support and user guides to help you successfully use the platform. The following User Manual will help you get familiar with the basics of Storefront Platform including how to place orders over the Internet. Interworks Cloud Storefront is actually the end customer portal and the framework of a Reseller's extranet. All Cloud operations are performed smoothly in a unique business environment and it supports company's activities for B2B markets as well as B2C end customers.

3. Supported Browsers

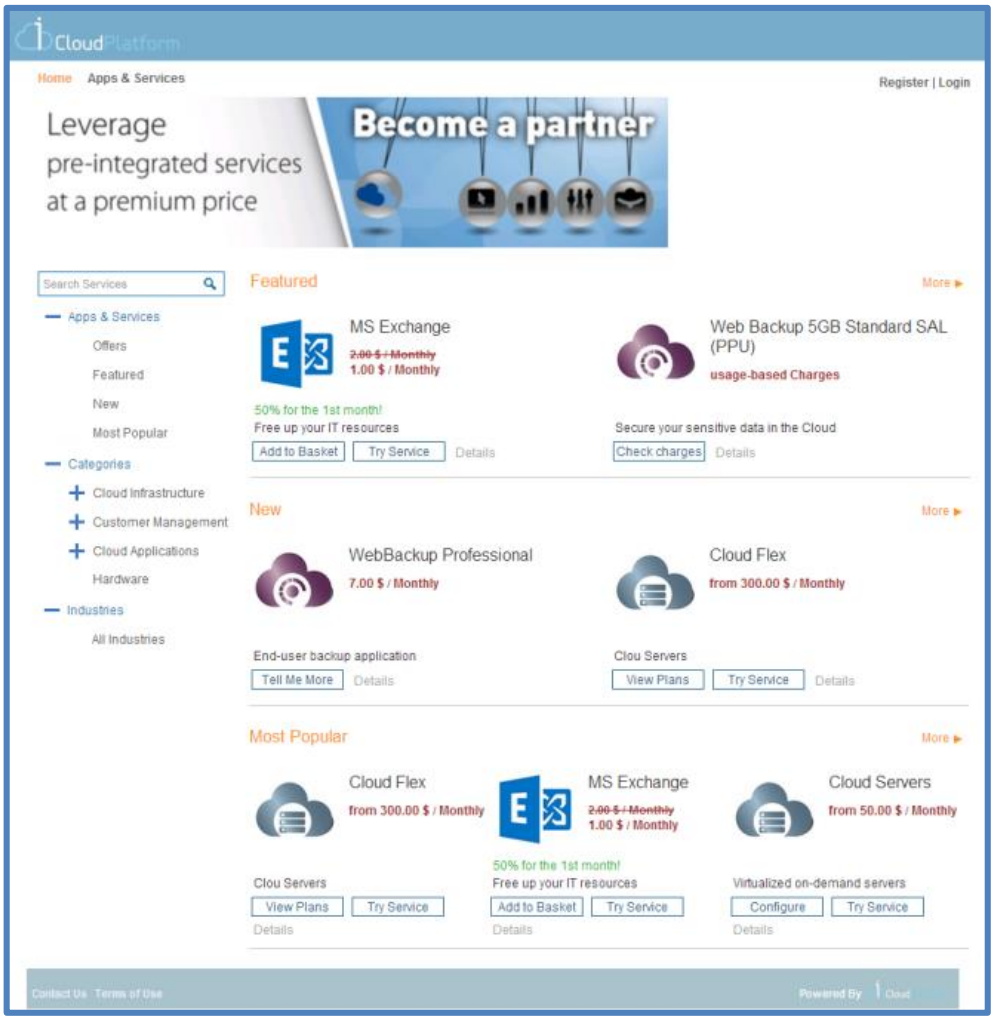
- Internet Explorer (IE 9, IE 10), all compatibility modes
- Mozilla Firefox (FF3, FF3.5, FF3.6, FF4, FF5, FF6)
- Google Chrome (CH10-13)
- Safari (S4, S5)

4. Logging in (logout)

- You can have access to Storefront's website, simply by entering Storefront's URL.
- In case you are provided with a Client ID, the page that will appear is shown in the image below. Enter the appropriate credentials (Client ID, username and password) and click in the "Login" button.



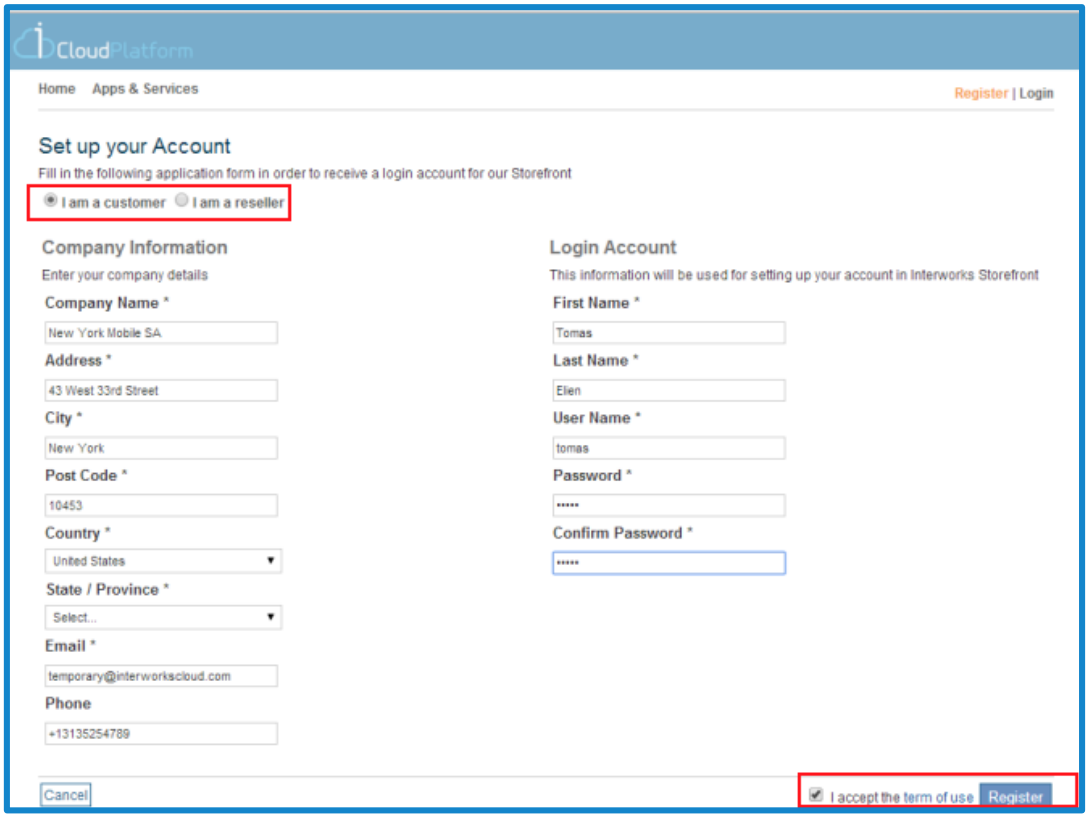
- It is highly recommended to check the "Remember my password" checkbox, only in your own PC for security reasons.
- If you forget your password you can click on the link "Forgot your password?" in order to receive your password by e-mail.
- You can logout of the System by clicking the Logout button on the upper right corner of the page. The system will expire if you are inactive for a long period. If you want to continue you should log in again.
- In case you are not provided with a Client ID, the page that will appear is shown in the image below.



- You can now navigate through Product Catalogue, but you cannot proceed with making an order, before logging in to the system. If you are provided with a user name and password, click on the login button in the upper right corner. Enter the username and password in the appropriate fields and click on the “Login” button.

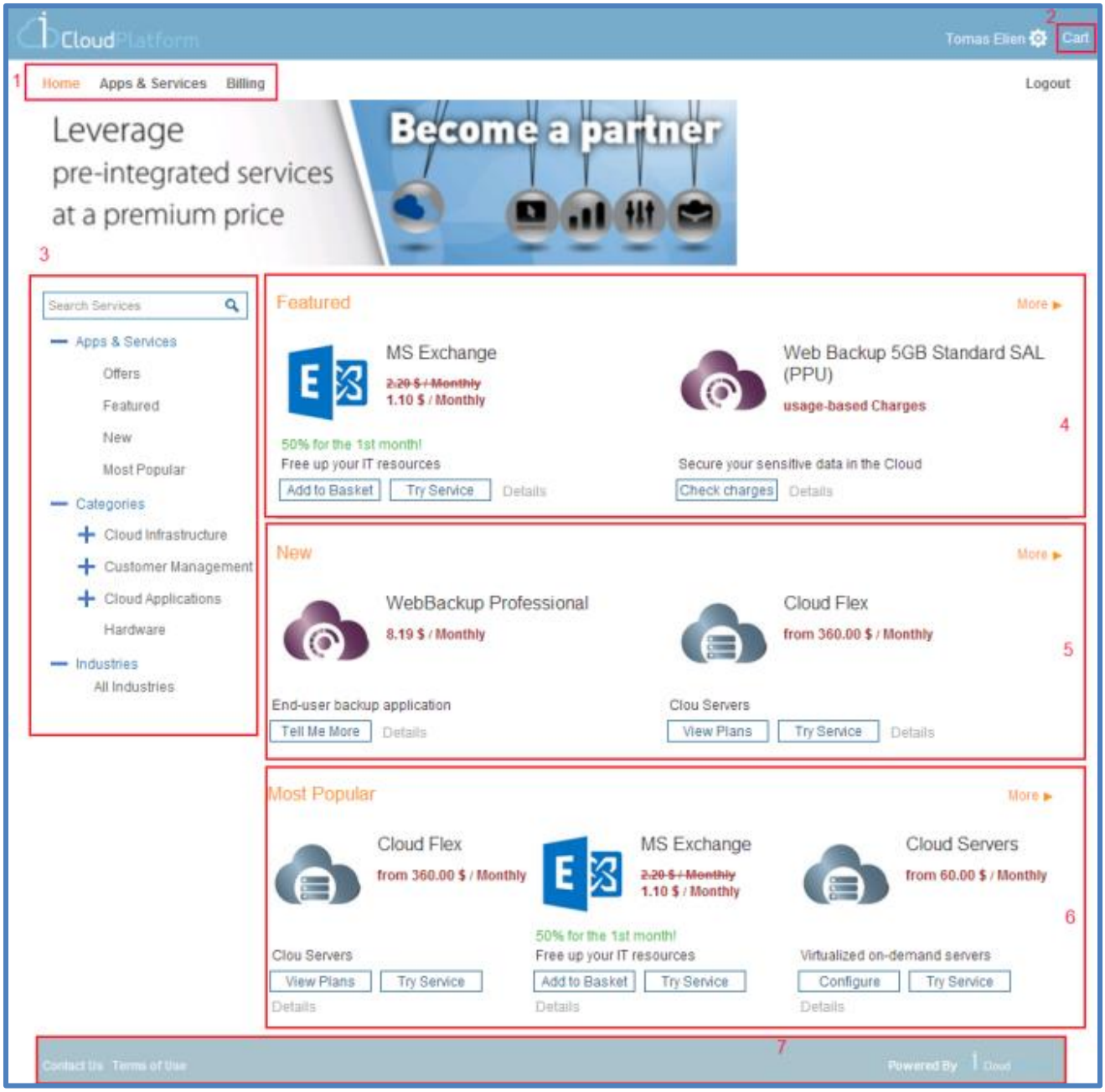
5. Storefront Registration

- If you are not provided with any credentials, you can chose to **Register,** by clicking in the "Register" button and complete the form shown in the image below. After completing the form, you will be automatically logged in, in Storefront and you can now proceed with your orders.
- If you are a reseller don't forget to select the appropriate radio button on the upper left corner of the page.
- When a non-register user tries to add a product in their basket, the system requests to login / register first. When the login / register process is completed, it then adds the selected product in their basket and allows the user to continue navigating in Storefront. Since you have defined an alias for your Storefront and you have enabled self- registration, the customers will be able to visit your Storefront and register on their own. Below is displayed the form that users have to fill so as to create a login account.



6. Storefront's Home Page

Home Page is the first page you see after logging in to the System. This page is separated in different sections.



Section 1: The first section is the Navigation menu on the upper left side of the page. From this menu you can redirect to any of the available modules (Apps and Services, Billing, Home Page).

Section 2: The second sections displays your basket.

Section 3: The third section is displayed on the left hand side of the page, and consists of the Search section, the Apps and Services Categories and Industries. The Search section helps you locate the objects (Subscriptions, Orders, Invoices, Products and Support Tickets) you want. The Apps and Services Categories section helps you navigate through the Products Categories, and directs you to the particular folder where a product is placed.

The above mentioned sections are consistent through the whole system and thus visible from any other page

Section 4, 5, 6 : These sections display Featured, New and Most popular products/services that are available for you to buy. Click “More” in order to display more product for any of the specific categories. Featured section displays all the Featured Services

Section 7: This section includes contact information and the Terms of Use of the Storefront page.

To navigate through pages you can use the menu bar, the tabs in every module, the links, the option buttons and the shortcuts menus. You can use either the “Back” button, when you are viewing any detailed page, or the “Cancel” button, when you are editing or creating a record, to return to your previous screen.

7. Apps and Services

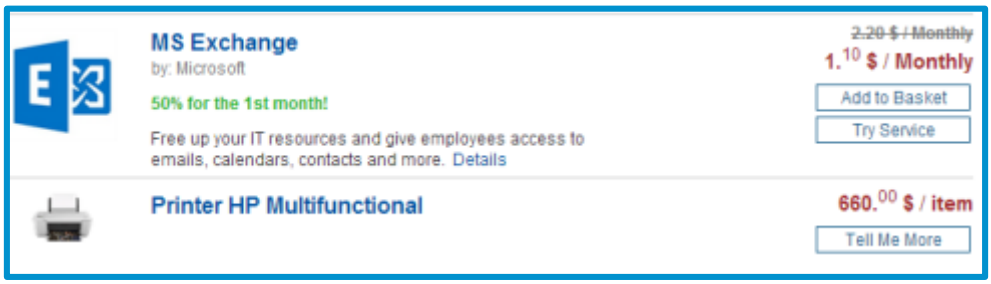
Apps and Services contains all the products and services that are available for you to buy. You can navigate through different product using the categories listed at the left side of the screen. From this page you can chose to add a particular product to your cart, try the product for a specified time period for free and see the Upgrade Options and the available Add-ons for that product or express your interest for a product.

Offers: In this sections the products on discount are displayed.

Featured: In this section there are the products that have been characterized as featured in product's Storefront Settings and have been selected to be displayed as featured in Home Page, in SetUp.

New: in this section there are the products that have been characterized as new in product's Storefront Settings and have been selected to be displayed as new in HomePage, in SetUp.

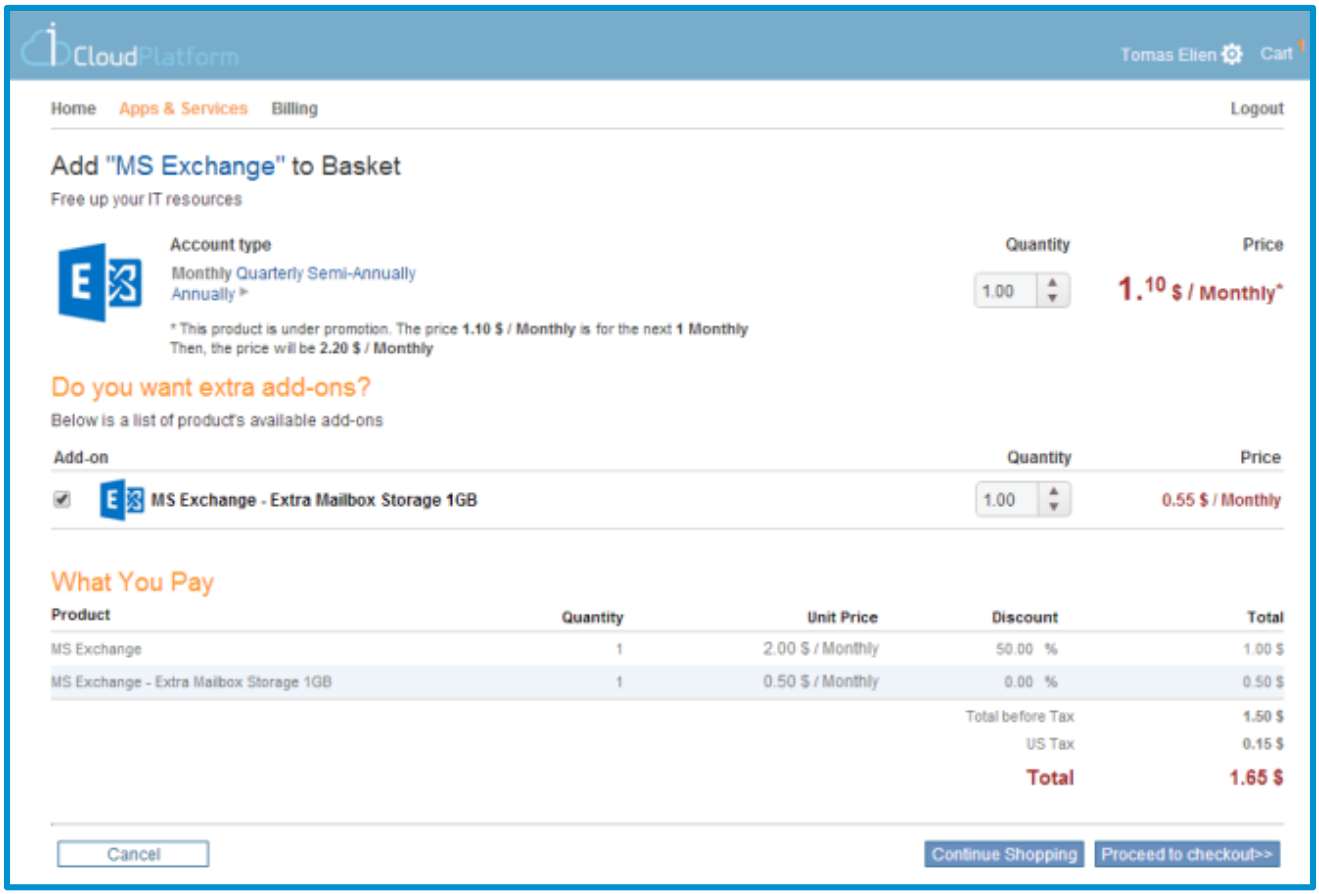
Most Popular: In this section the products that have been most ordered in the last period (as it was defined in SetUp) are displayed.


MS Exchange
by: Microsoft
50% for the 1st month!
Free up your IT resources and give employees access to emails, calendars, contacts and more. Details
2.20 $ / Monthly
1.10 $ / Monthly
Add to Basket
Try Service
Printer HP Multifunctional
660.00 $ / item
Tell Me More

You can also click on the name of a Product/Service if you want to see more details for that particular Product/Service. After clicking on that link you are redirected to the Product's Detailed View Page, from where you can chose to Add that particular product to your Cart, try the product for a specified period for free, see the Upgrade Products and the available Add-ons for that product or express your interest for a product. You can also see different images of the Product and different prices depending on the product unit or product configuration.

8. Add a Product to your Cart

Case 1: Add to Basket a non-Configurable Prepaid Product



This is the most common scenario. When the customer adds a product to basket, the above page is displayed. The name of the product is a link, redirecting to product's view page and product's sort description. In this page the customer defines the basic attributes of his/her subscription. These are the billing cycle, the quantity of the product and the add-ons he/she might want to add.

If the product has "quantity limit" = 1, then the field must be disabled and to have the value 1. The "quantity limit" is defined in the Setup > Billing > Product type > In the view page of the product's product type.

The black displayed unit is the product's primary unit. There is an exception to this rule, when the action "add to basket" was made in the tab "Pricing and Add-ons", the black displayed unit will be the one the user selected in the tab.

The prices displayed in the first two sections are the unit prices for the selected billing cycle. When the billing cycle changes, the prices in the first two sections, as well as in the"What you pay" section are updated.

Add-ons Section. This section will appear if there are related add-ons with the product. For selecting an add-on you must check it (select the check box). Then, the add-on will be added in the "what you pay" table and the quantity field will become active. If the users changes add-on quantity after he inserted it the "what you pay" table, then the quantity in the table will be updated automatically.

What you Pay section. This section displays what the customer will pay for this product. It includes:

- One line for the primary product. line for the setup fee if exists.
- One line for each compulsory product.
- One line for each add-on that the user has selected.
- The total amount at the end of the list.

In this table is, also, displayed a discount analysis analogous with the implementation there is in order items. The discount analysis is displayed when there are more than 2 discounts applied at the same time. In order items, There are 3 types of discounts:

price list discount, volume discount (discount lists) and promotions. In Storefront there can be 2 types of discounts because the price that a price list gives it is displayed in the Unit Price field. So, if there is one discount type (either a promotion or a volume discount), it is displayed in discount column, otherwise a discount analysis is displayed.

The actions the user might perform, at the bottom of the page, are the following:

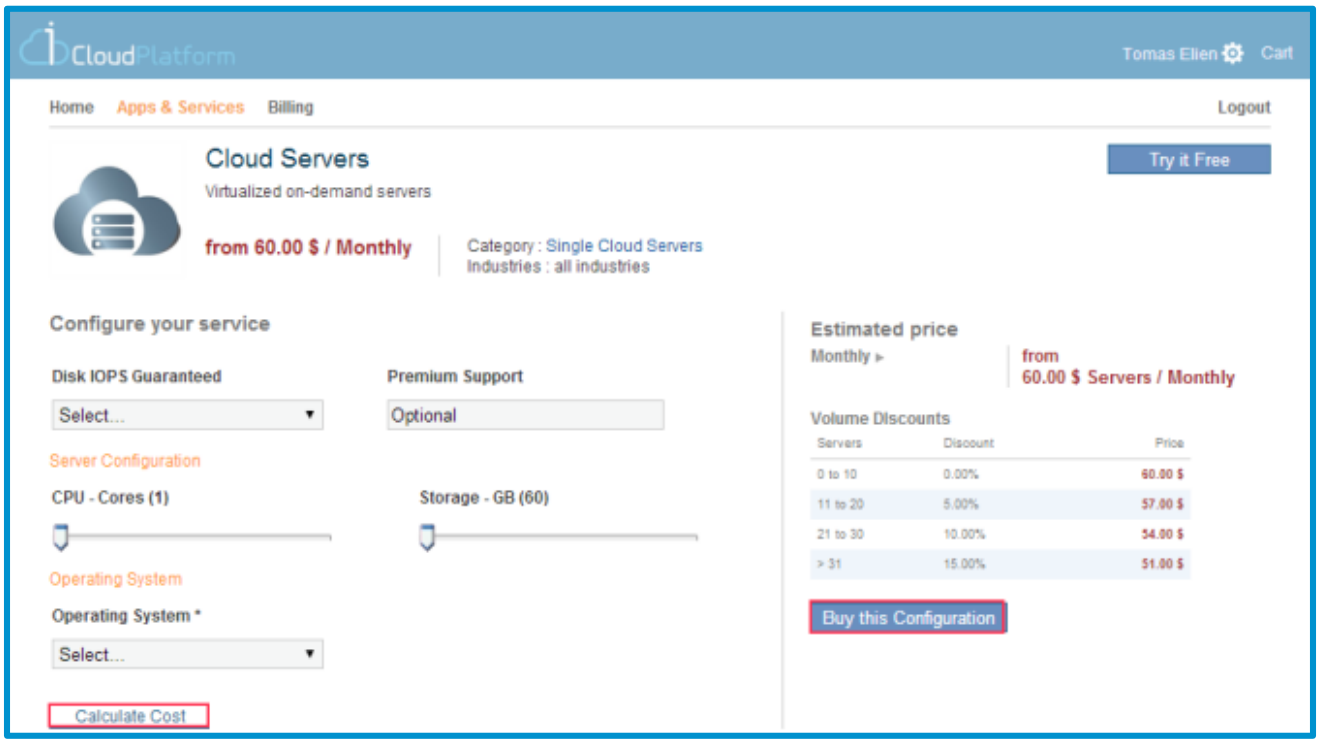
Cancel. It redirects the user where he/she was without adding anything in the basket

Continue Shopping. It adds the item in the basket and redirects the user: If the customer was on the home page or a product list or a search page, it redirects him/her to that page. If the customer was on a product view page, it returns him to Storefront first page.

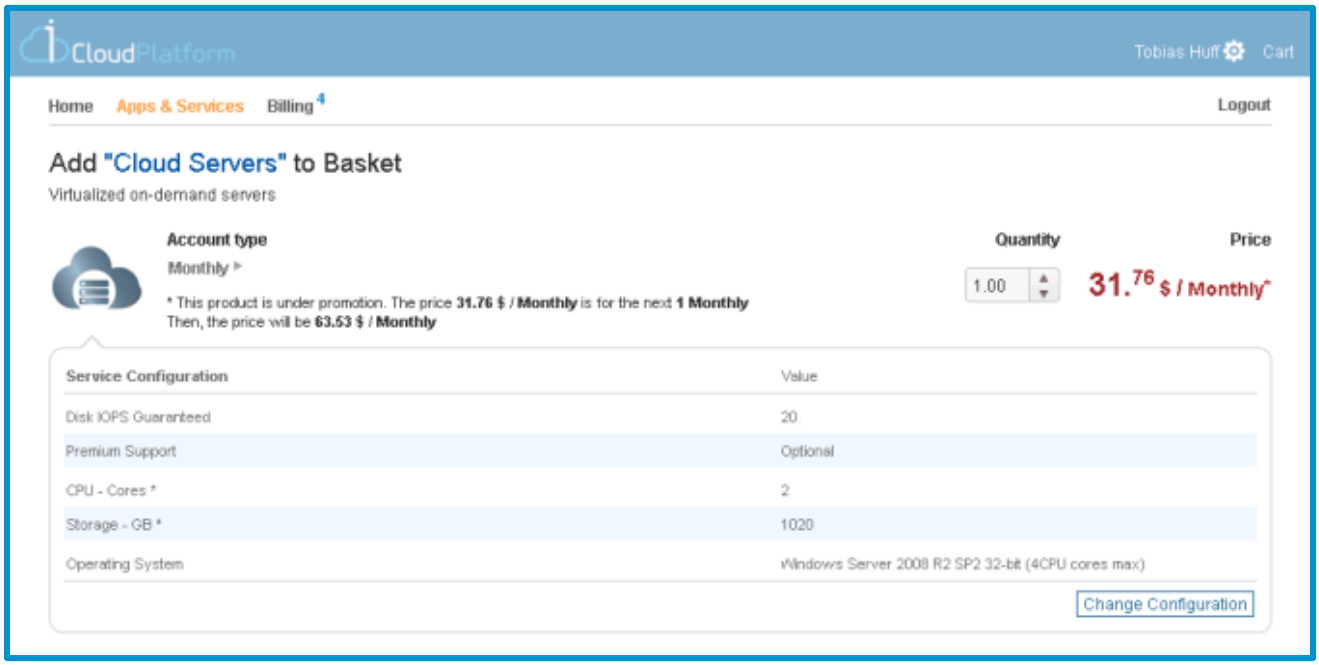
Proceed to Checkout. This action does the following: 3.1 The user's basket is not empty. In this case the action will add the item in the basket and direct the user to the basket page. 3.2 The user's basket is empty and the user is a not a reseller. In this case the customer experiences the"automatic checkout". The item is added to the basket but the system will not direct him to the basket page. Instead, it will direct him to the page that would be displayed if he had pressed the "Checkout " action from the basket page. Resellers are excluded from this scenario because the reseller must go to the basket page to define if the services are for personal usage or reselling. EXCEPTION: If for the product is defined with terms of use, then the user must accept the terms before the automatic checkout.

Case 2: Add to Basket a Configurable Prepaid Product

Configurable products do not have an “Add to basket” action on the home page or on the product list page. The action that is used in this case is the "Configure" action. This means that the user must first go to the product view page, configure the service, calculate the cost and then he/she can click on the "Buy this Configuration" button, which actually adds the configured product into the basket.



On the next page, where the configurable product is added to the basket, the page escribed in the first case is displayed, with the difference that a service configuration an is displayed under the product, as you can see in the picture below. The “Change Configuration” action displays in a pop-up the current configuration for the user to change it. In this pop-up there is the action called “Update Configuration” instead of “Buy this Configuration”.

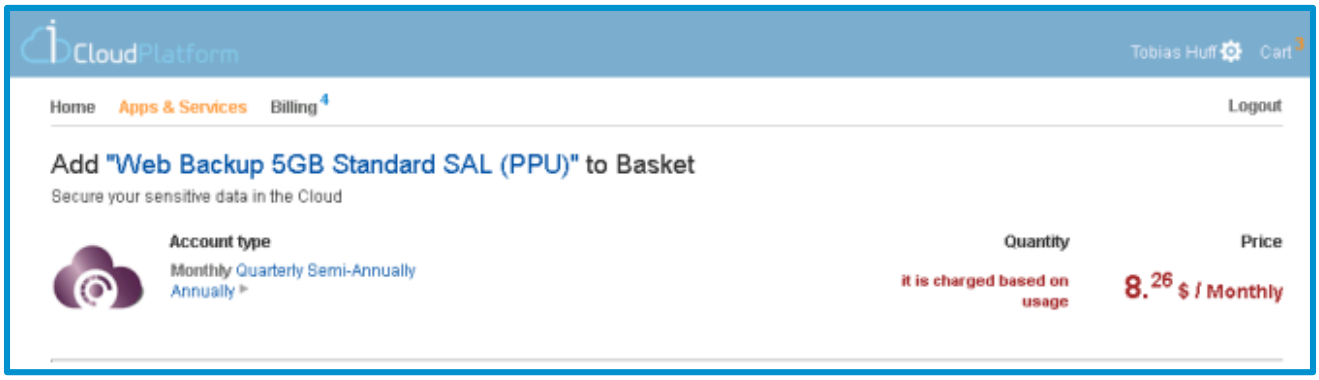


Case 3: Add to Basket a Pay-Per-Use (PPU) Product

PPU products do not have an “Add to basket” action on the home page or on the product list page. The action used in this case is the "Check Charges" action, which first leads the user to the product view page, where he/she can choose the unit (billing cycle) he wants.

In this page, there is the "Add to Basket" button, which adds the product in the basket and directs him/her to the page described in the first case. This page is almost the same as in the first case, with the following differences:

- Quantity is not displayed. The text “it is changed based on usage” is displayed instead. (see the picture below)
- The “What you Pay” section is displayed only if there is a setup fee and if the customer selects an add-on.
- The line for the PPU product in the “What you Pay” section doesn't exist since there isn’t any prepaid charge for that.



Case 4: Add to Basket a Product from a Group

When the product group includes products that are not configurable, the action “View Plans” is displayed, instead of the “Add to basket” action. This button opens the “Editions & Pricing” tab in the product view page, where there is an "Add to Basket" button for each product. This case is also applied to the scenario when the product group includes PPU products.

When the product group includes products that are configurable, the action “Check Options” is displayed, instead of the “Add to basket” action. This button opens the “Editions & Pricing” tab in the product group view page, where the “Check Options” action of a product displays a pop up in order to select a configuration for the product. The action "Calculate Cost" displays the final price and the action "Buy this Configuration" adds the product to the basket.

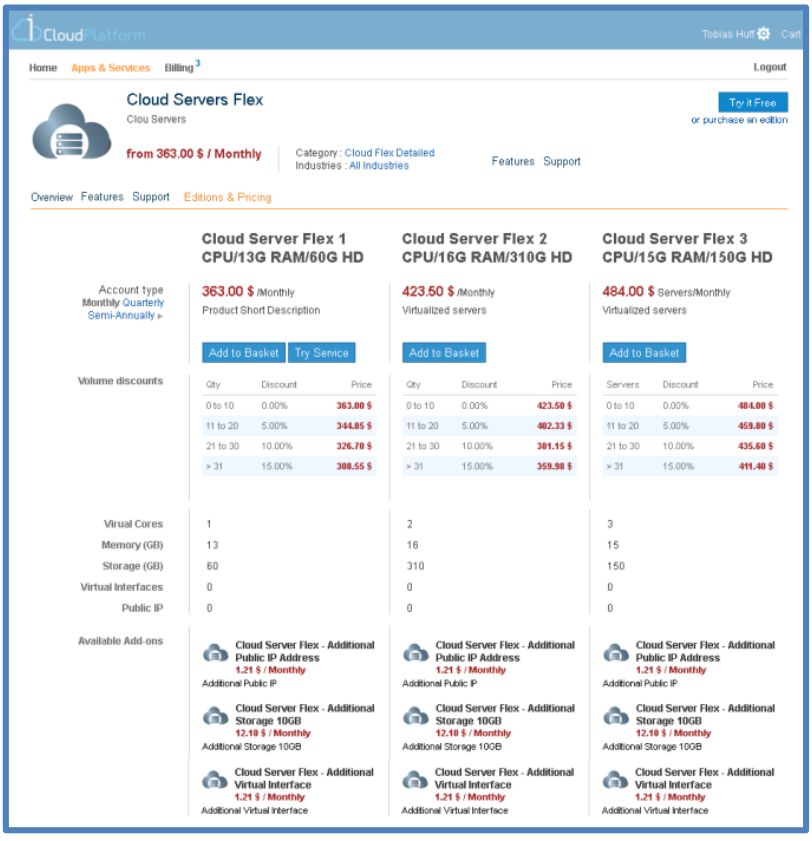
9. Product Groups

In this case the differences in product view page are the following: The price displayed in the first section is the lowest price of the related products. The "Add to basket" button is replaced by the purchase an edition button, which is a link to the "Editions & Pricing" tab. The "Try it free" button is only displayed when a default product for the trial edition has been defined in BSS.

The "Pricing & Add-ons" tab is replaced by the "Editions & Pricing" tab. In this tab there is a column for each product of the group, where the following information about the product is displayed:

The unit price of the product. The actions that the user is able to perform for the specific product, such as "Add. to Basket", "Try Service" or "Configure" (when the product is configurable).

The volume discount is displayed when there is a discount list for the product. It is displayed when at least one of the products has a discount list. The values of the product characteristics that have been selected in product type's Storefront Options. The add-ons which are available to be applied to the product.



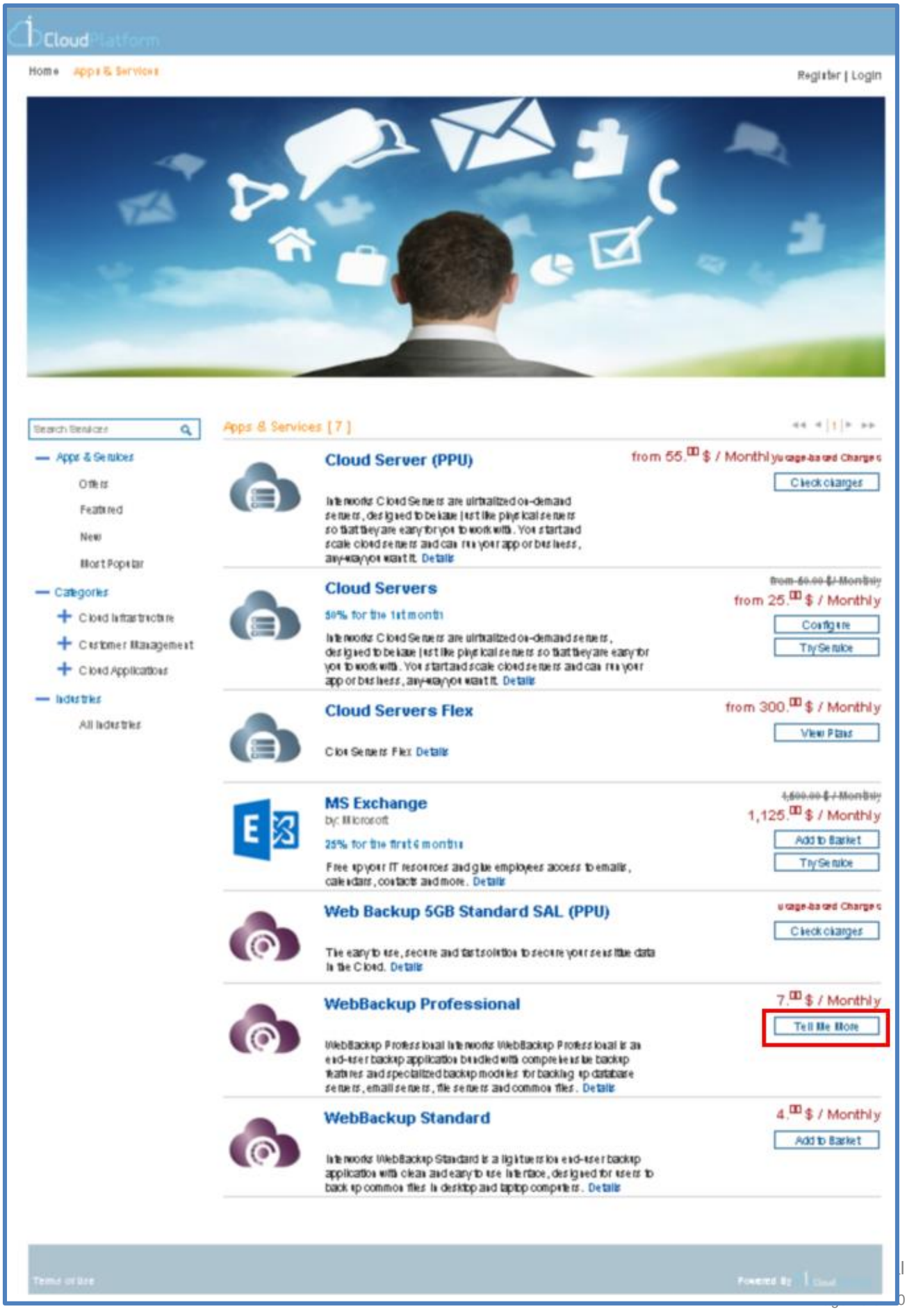
10. Tell me more

The visitor of Cloud Storefront has the option to express his/her interest for a product, by filling the appropriate form, instead of buying the product. In this form he will fill in his personal details and some comments. This information will be stored in Cloud BSS as a new offer, and all the involved parties will be informed by email (the emails will be setup using the Cloud Platform notification engine).

Usually, you use Interest forms, for products that you do not sell directly, but you still want to have them in your e-shop. These products might be products related to your products, but provided by other companies. This way, your customers, will be able to fill the Interest form with their personal details from your e-shop, and through Interworks Cloud BSS, those details will be sent to the Company responsible for these products to process the customer's request.

The Interest form, appears after clicking the "Tell me more" button in Storefront next to the product's name, as shown in the pictures below.

When the customer submits the Interest form, an offer is created in BSS, with responsible user the user responsible for the Contact who submitted the Interest form. In the Interest form, the customer can Request for a callback, in case he/she wants to ask a question or in case he/she wants to be contacted for more details


CloudPlatform
Home
Apps & Services
Register | Login
Search Services
Apps & Services
Offers
Featured
New
Most Popular
Categories
Cloud Infrastructure
Customer Management
Cloud Applications
Industries
All Industries
Apps & Services [7]
Cloud Server (PPU)
from 55. $ / Monthly
usage-based Charges
Check charges
Interworks Cloud Servers are virtualized on-demand servers, designed to behave just like physical servers so that they are easy for you to work with. You start and scale cloud servers and can run your app or business, any-way you want it. Details
Cloud Servers
50% for the 1st month
from 25. $ / Monthly
Configure
Try Service
Cloud Servers Flex
from 300. $ / Monthly
View Plans
Cloud Servers Flex Details
MS Exchange
by Microsoft
25% for the first 6 months
1,125. $ / Monthly
Add to Basket
Try Service
Free up your IT resources and give employees access to emails, calendars, contacts and more. Details
Web Backup 5GB Standard SAL (PPU)
usage-based Charges
Check charges
The easy to use, secure and fast solution to secure your sensitive data in the Cloud. Details
WebBackup Professional
7. $ / Monthly
Tell Me More
WebBackup Professional Interworks WebBackup Professional is an end-user backup application bundled with comprehensive file backup features and specialized backup modules for backing up database servers, email servers, file servers and common files. Details
WebBackup Standard
4. $ / Monthly
Add to Basket
Interworks WebBackup Standard is a lightweight end-user backup application with clean and easy to use interface, designed for users to back up common files in desktop and laptop computers. Details
Terms of Use
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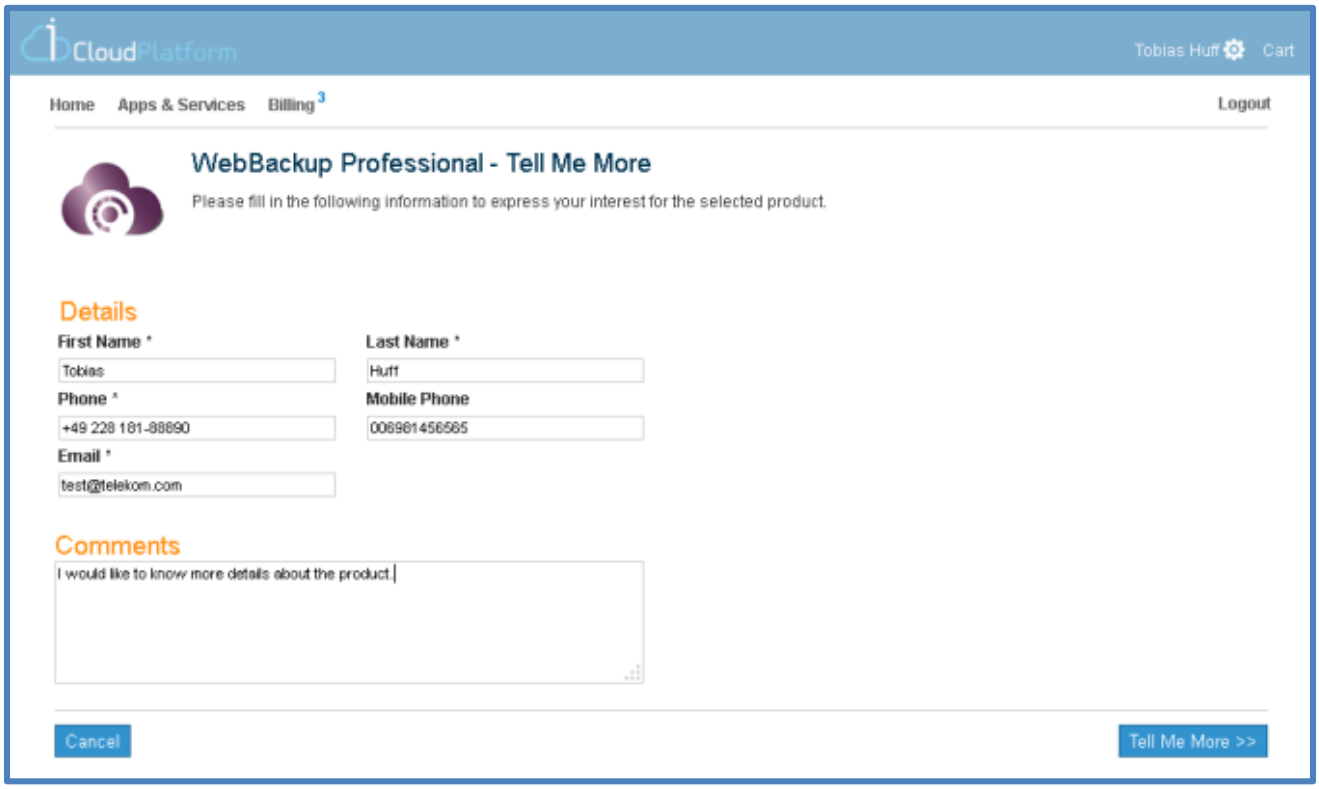
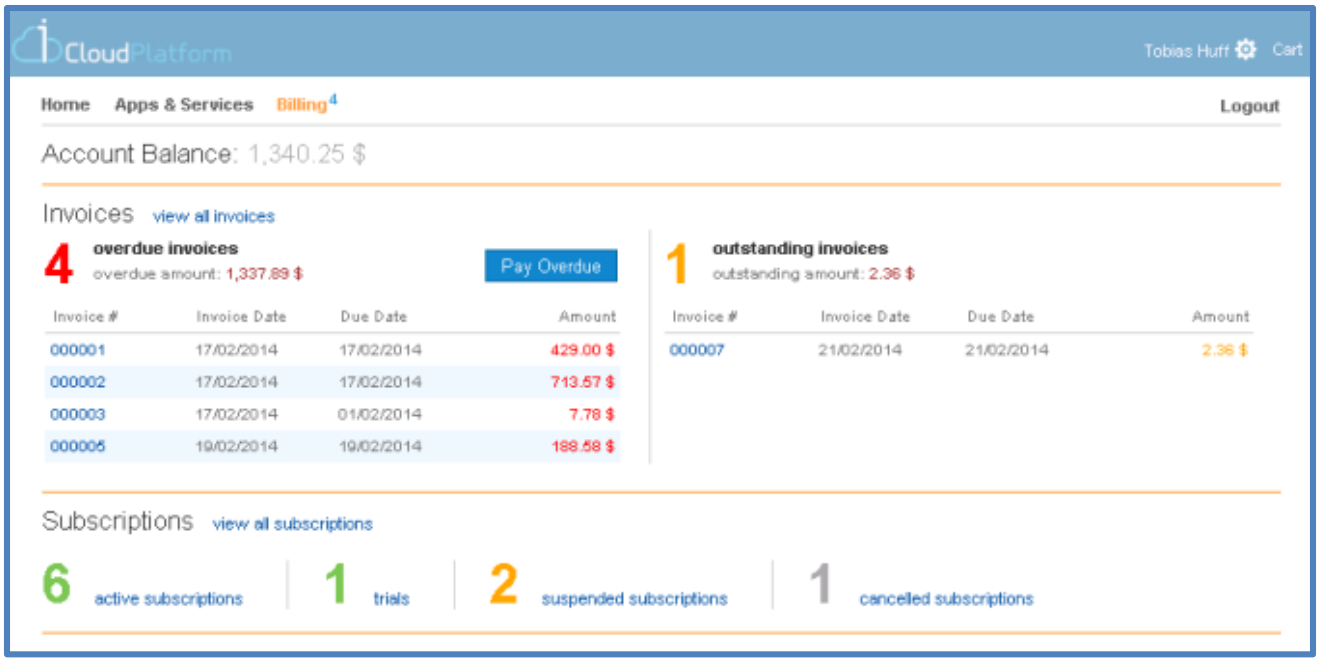
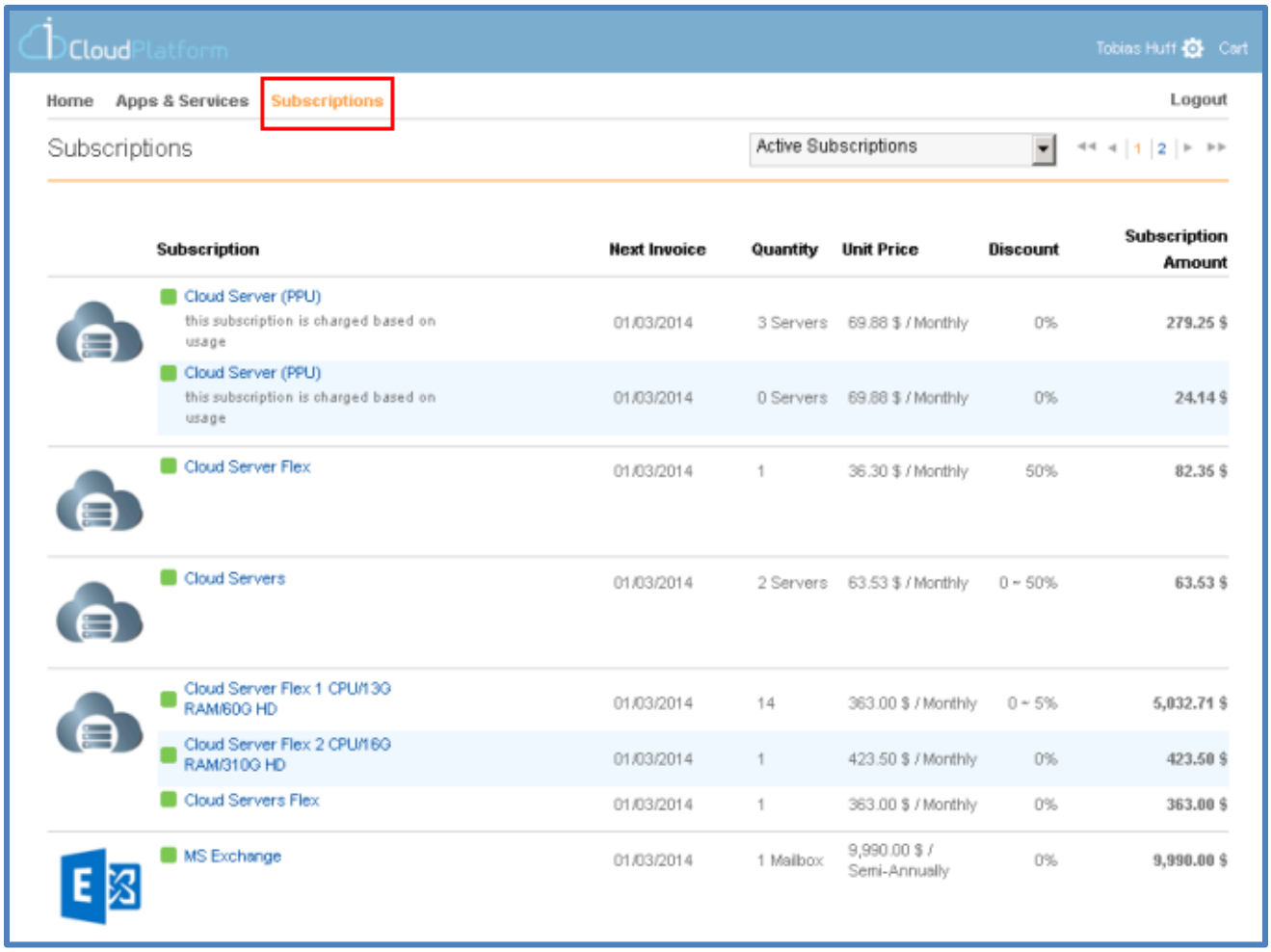

CloudPlatform
Tobias Huff
Cart
Home
Apps & Services
Billing 3
Logout
WebBackup Professional - Tell Me More
Please fill in the following information to express your interest for the selected product.
Details
First Name *
Tobias
Last Name *
Huff
Phone *
+49 228 181-88890
Mobile Phone
0069861456565
Email *
test@telekom.com
Comments
I would like to know more details about the product.
Cancel
Tell Me More >>

11. Billing

This page is displayed when the "Display Invoices" option in Storefront Settings in SetUp is enabled. It displays a summary of the invoices and the subscriptions of the customer. The number next to the "Billing" option indicates the number of the overdue invoices.



- In Account Balance section the balance of the customer is displayed.
- The Invoices section includes the Overdue Invoices (which are unpaid and its due date has expired) and Outstanding Invoices (which are unpaid but the due date has not yet expired).
- The overdue/outstanding section displays the number of overdue/outstanding invoices and information like number of invoice, the date that the invoice was generated, its due date and the amount.
- In Subscriptions section,the numbers of active/trial/suspended/cancelled subscriptions of the customer are displayed.
- Moreover,when the customer pays with a credit card, he/she is able to pay the overdue invoices via the "Pay Overdue " button.
- When the "Display Invoices" option in Storefront Settings in SetUp is disabled, there is the "Subscriptions" option instead of "Billing" in the top menu. The "Subscriptions" option redirects the user to the subscription list, as it is shown in the following picture.



- From this page you can manage all your Subscriptions. By default “Active Subscriptions” are shown. You can chose to view different subscriptions simply by selecting a different option from the “View” drop down list. By clicking the name of one Subscription you are redirected to the Subscription’s Detailed View page. From this page you can chose to add Add-ons to your Subscription, Update your Subscription, or you can request a Cancellation of the Subscription. When you Request a Cancellation of the Subscription a new pop up appears

In this pop up you are given two options: the first one is the “Total Cancellation of the Subscription” and the second one is to cancel some of the Products contained in the Subscription. For example in the case shown in the above image, the Quantity for the “Cloud Server Flexible” product is 5. The user can choose to cancel only 3 out of 5 products. You can also describe the reason for this cancellation and you can set the type of the cancellation (whether you want the cancellation to be immediate, or in the end of Subscription’s period).

12. Check Out Process

Case 1: The User is a Customer

- The checkout procedure starts when the customer opens his/her basket. Since the products have been added in the basket, the user can click on the "Cart" option on the top right corner and display his/her basket items. On this page, there is an overview of the products added in the basket.
- On the left section, there is a list of the product items and the basic information for each one, such as the product name, which is a link to the product view page, the quantity that is to be ordered, the unit price of the product, the discount applied and the total amount for this product.
- In each product line, there are two options displayed when the user hovers the mouse over: the "change" and the "remove" option. The "change" option redirects the user to the "Add Product to Basket" page, where he/she can edit the basket item and the "remove" option is used to delete a product of the basket. This option deletes the whole quantity of a product.

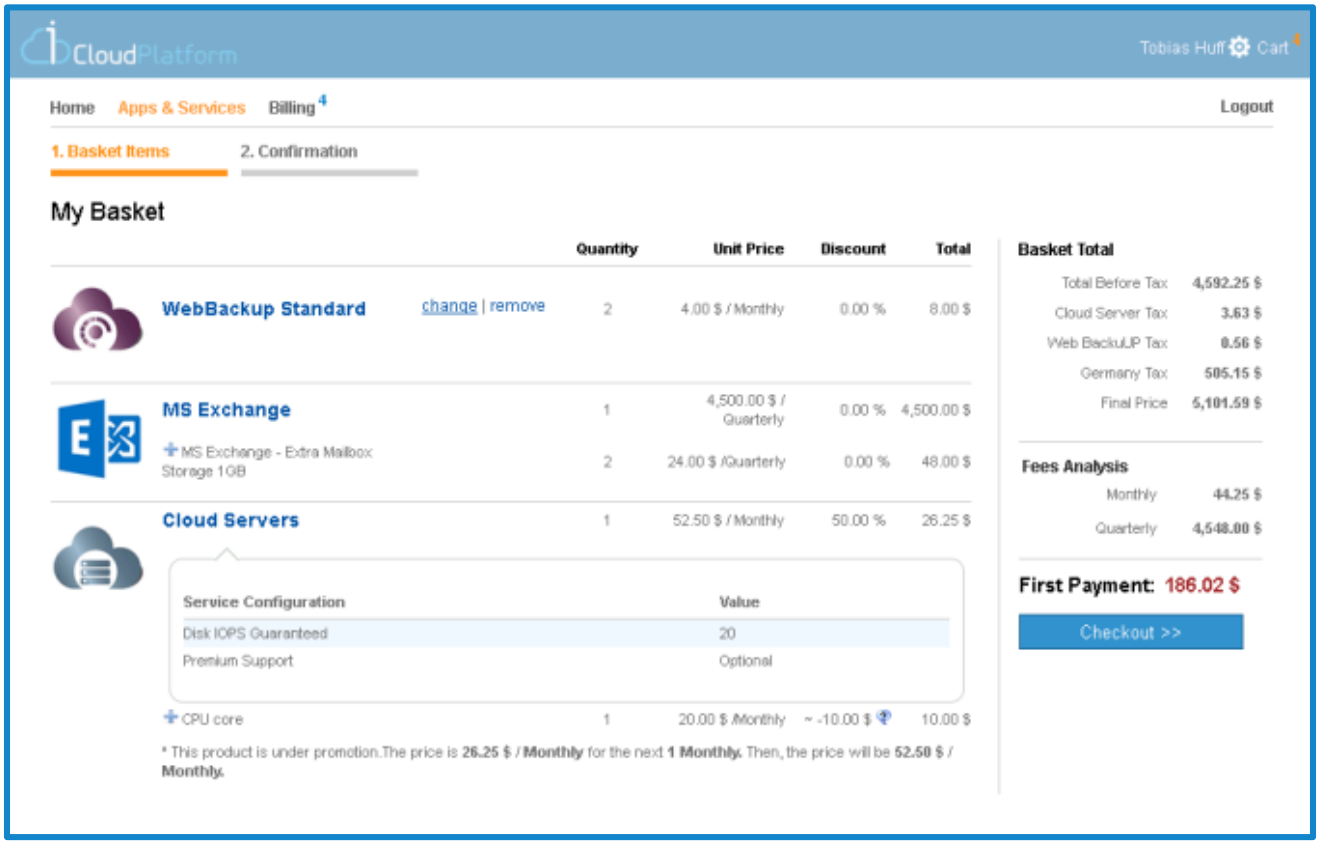
NOTE 1: If the subscription was created by a trial which was upgraded to trial only the "remove" option is displayed.

NOTE 2: If the product is an add-on, which was added from the "I want to..." menu in the subscription view, the "change" link that is next to the Add-on for the subscription, opens a pop-up window (the same pop-up that appears in buy add-on action) where you can change the quantities of add-ons and/or add/delete add-ons from the order.

NOTE 3: If the subscription was created from an upgrade, the "change" link that is next to the Upgraded subscription, opens a pop-up window (the same pop-up that appears in upgrade subscription action) where you can manage the upgrade options of the subscription.

- When there is a configurable product in the basket, there is also displayed the service configuration.
- When terms of use have been defined for the product, a check box under the product name is displayed and the user has to check it in order to "agree with the terms of use of this product" and be able to perform checkout.
- In each product line the user can also see the add-ons that have been applied.

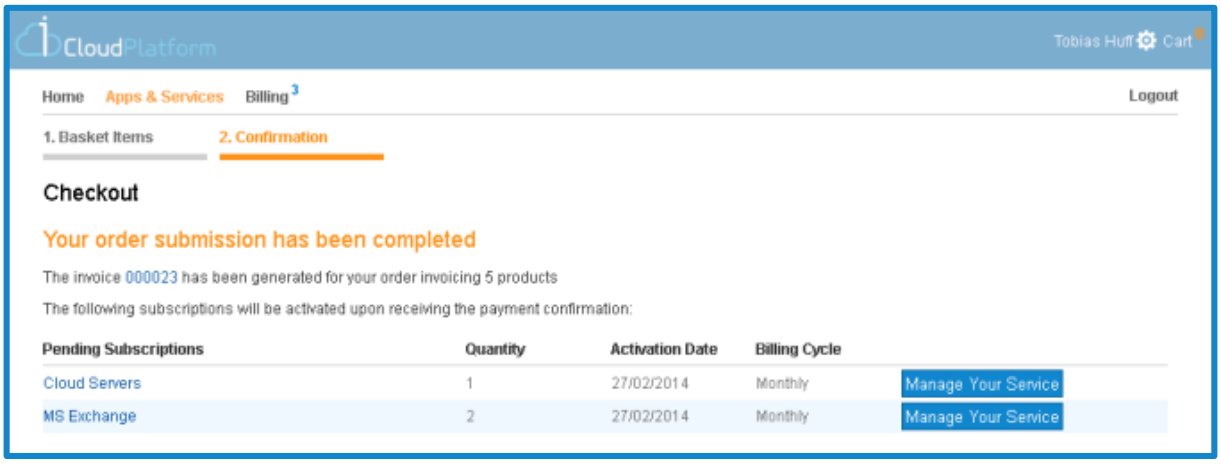
- When there is a discount for a product, the <?> symbol next to the discount amount displays the discount analysis.
- On the right section, there is the basket total, the fees analysis and the first payment. The fees analysis is displayed only if there is at least a product that is charged with “Recurring Charge – Prepaid” type. If there are only one-off fees there is no need to display it since the number will be the same as the total before tax. In this section it is displayed (a) a n indicator per billing cycle. When in the basket there are products that are charged monthly and yearly, 2 indicators are displayed. And (b) an indicator that will sum up the total of all the products that are charged with “one-time charge” type. The first payment is the amount that the first time the user will pay. This amount will be different from basket total if the customer is charged in prorated mode and bought recurring services. This amount includes the taxes because this is the amount that will charge in his credit card (if he pays with a credit card).
- The "Checkout" button goes to the next step of the procedure, the "Confirmation" step.



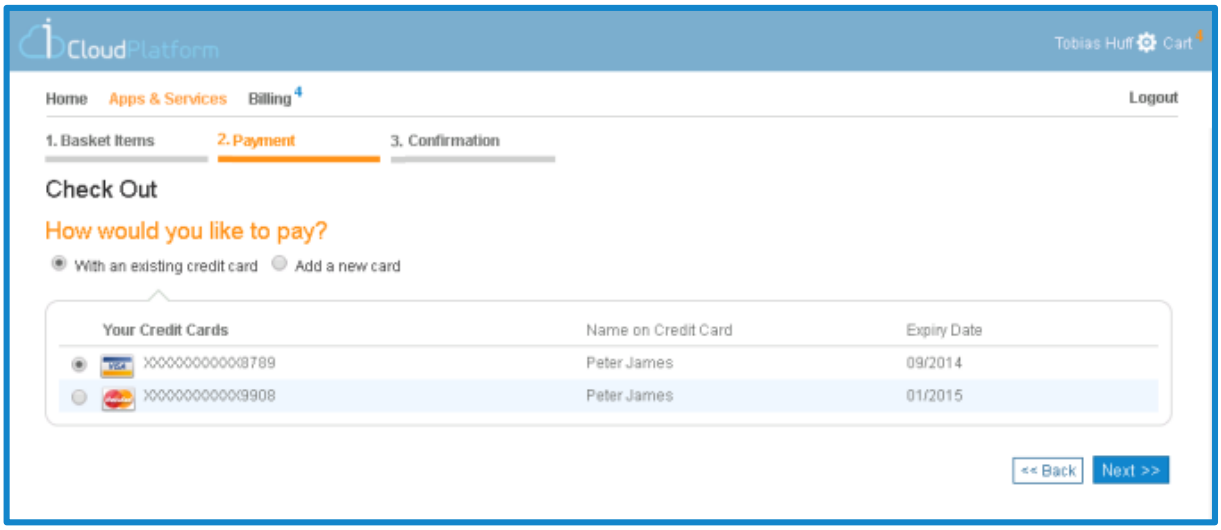
2. The second step of the checkout process is "**Confirmation".**

- This is the step the order is completed. On this page, the number of the invoice generated, which is a link to the invoice view page, is displayed.
- On the same page there are displayed in a list the subscriptions that were created. Each subscription has the product's name.
- Each line of the list contains the subscription quantity, its activation date and the billing cycle.
- For each product there is the "Manage Your Subscription" option which redirects the user to the subscription view page.
- Subscriptions are created only for the recurring-charged products.
- In the case that there are only one-time charged products in the basket, the subscriptions section is not displayed.

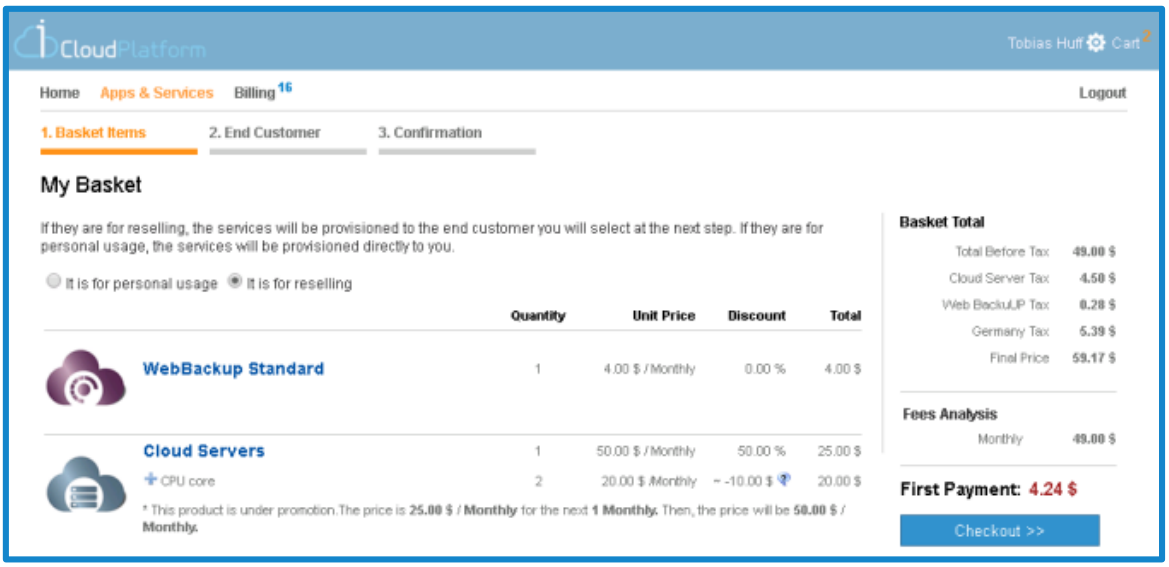
Note 1: When there is only one product added to the basket and the user chooses to "proceed to checkout" from the product view page, the first step will be skipped and he/she will go directly to the "Confirmation" step.



Note 2: When the organization in BSS is PCI compliant OR the Authorize.Net payment with CIM is enabled, there is an additional step after the "Basket items" step. It is the "Payment" step (which you can see in the picture below), where the user can choose one of his credit cards he/she wants to pay with or he/she can add a new one.



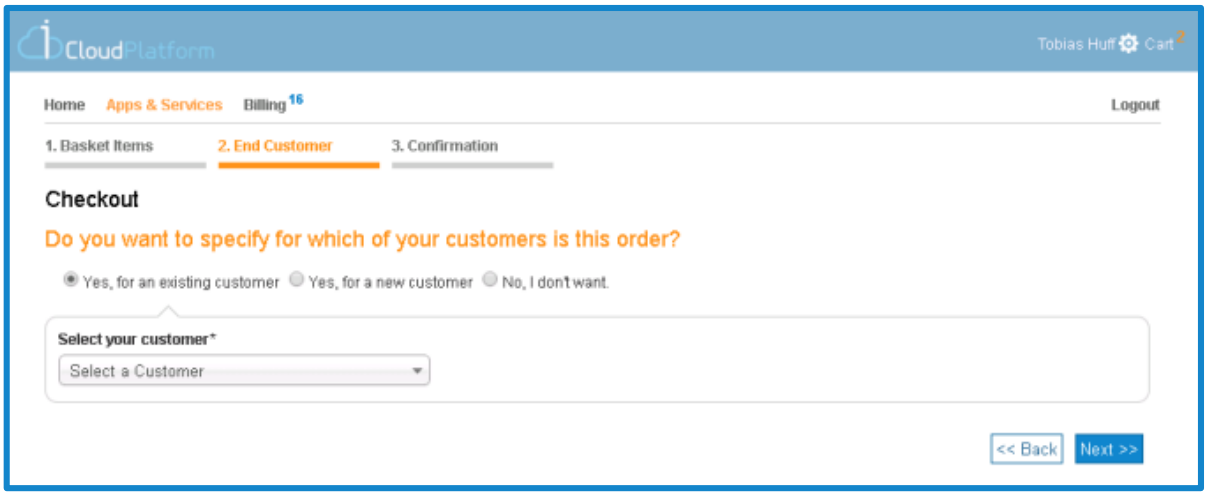
Note 3: When the user is an end-customer or a reseller that bought something for personal sage and he/she pays with credit card in PayPal or analogous payment gateway, the checkout action displays the PayPal pop-up.



2. The **"End Customer"** page displays three options and gives the reseller the opportunity to define the customer this order is for.

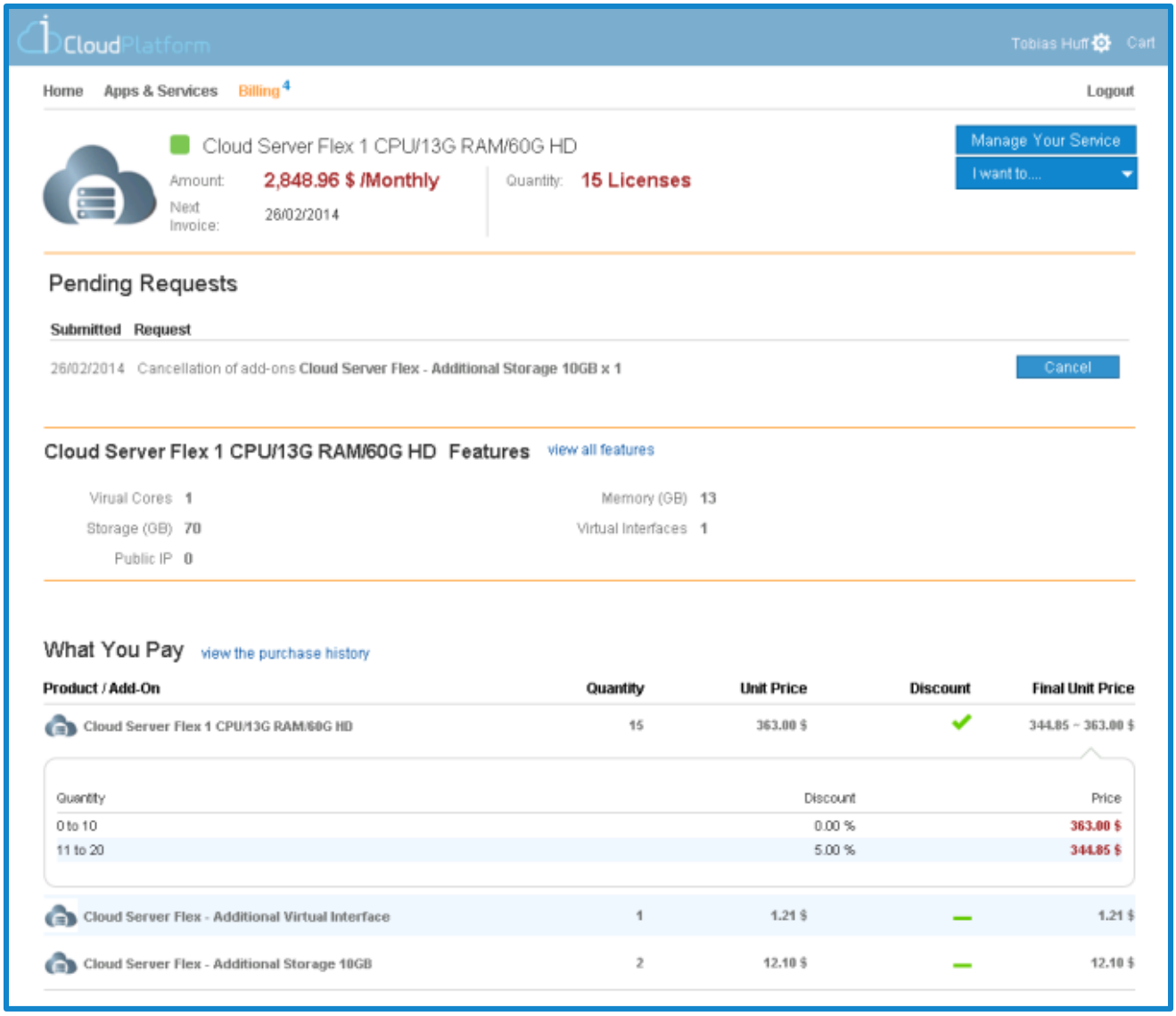
- He/she can choose one of the existing customers, he/she can create a new customer, or he/she might choose not to define for whom the order is.

- If the reseller defines a customer, the names of the subscriptions that will be created in the next Step (the "Confirmation" step), will be a combination of the customer name and the product name.



13. Storefront Subscription View

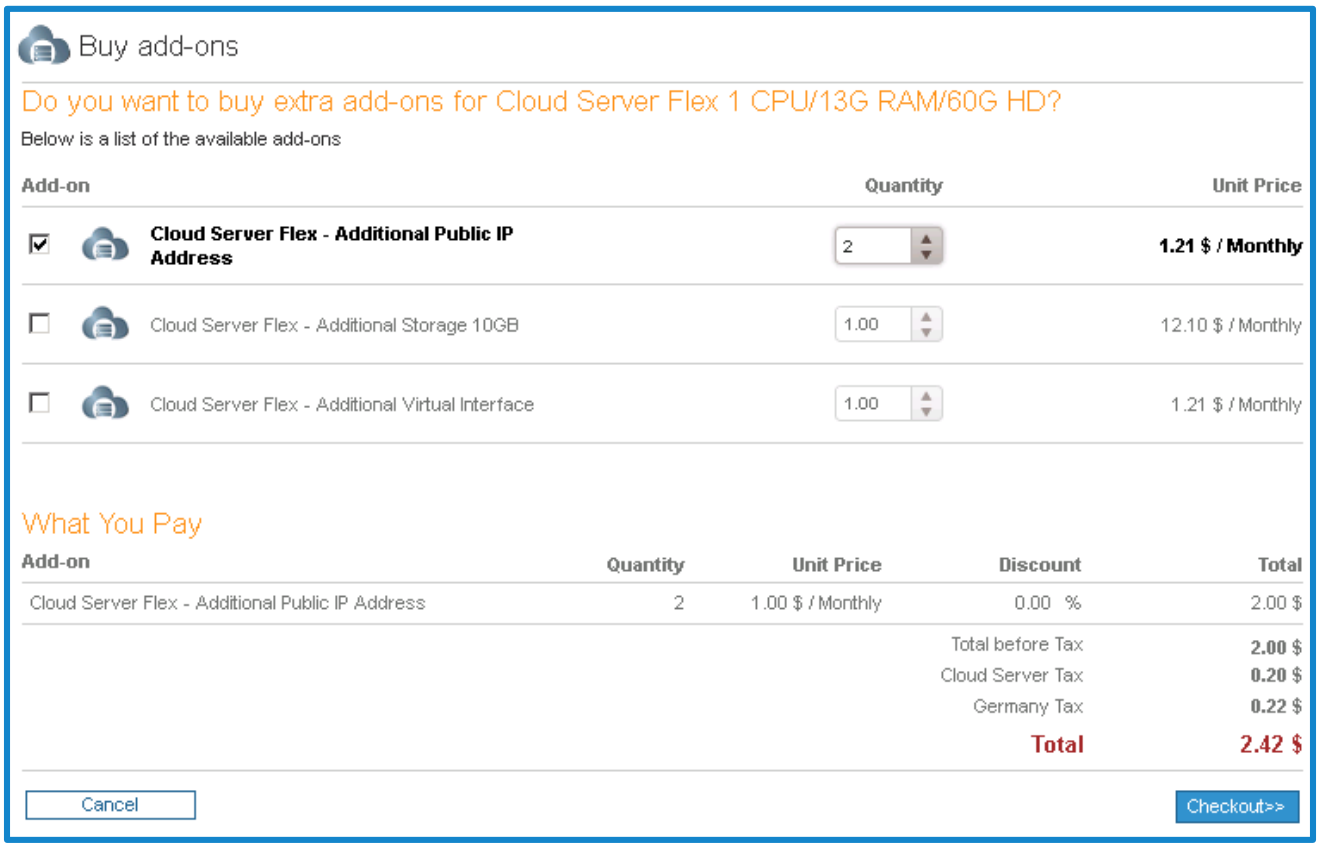
Subscription View of a prepaid non-Configurable Product On this page there is analytical information about the subscription presented.



In the first section, you can see the name of the subscription, the status of it, which is implied by the color on its left, the amount and the quantity of the subscription and the next invoice date. On the right there are the actions that the user can perform concerning this subscription:

- **Manage your Service.** This option is only displayed when the product is provisioned through WebSitePanel or Cloud OSS and it leads to the Workspace first page.
- "I want to..." menu.:

Buy add-ons. You can choose to add to your subscription the add-ons you want from the available add-ons. As it is shown in the picture below, it opens a new pop-up window with the available add-ons of the product. There you can buy and check the price of the add-ons (at the price analysis section. To complete the buying procedure you click the button with the label "checkout".



Cancel an add-on. It displays a list with the add-ons that have been added to the subscription. You can send a cancellation request for an add-on, which is delivered in BSS and you can see it in the BSS subscription view. When the request is accepted, the add-on will be cancelled.

Upgrade the subscription. You can upgrade your subscription, choosing the product you want to be upgraded to, and the quantity to be upgraded.

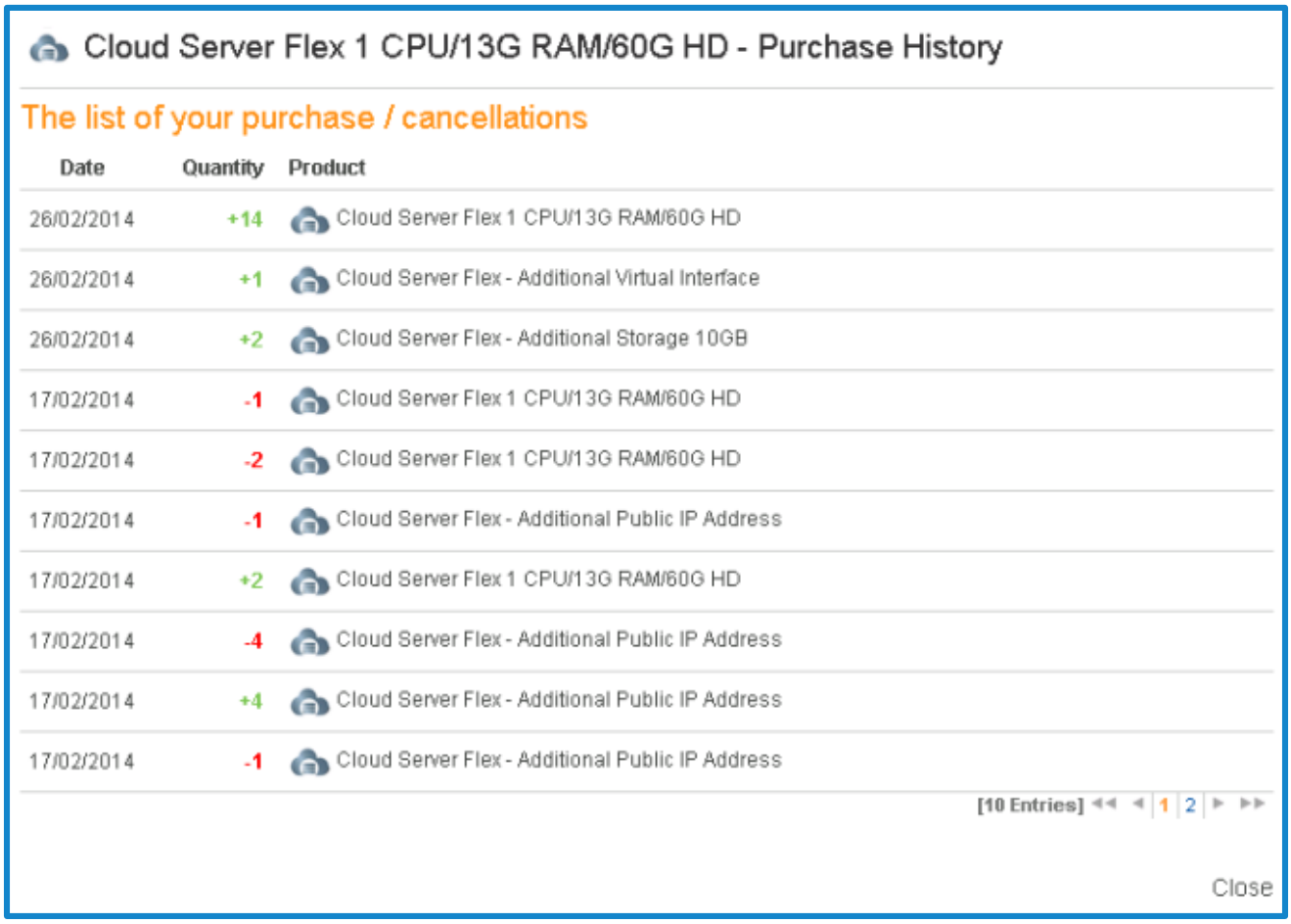
Downgrade the subscription. You can ask to downgrade the subscription, choosing the product you want to be downgraded to and its quantity, and submitting a downgrade request. This request will be sent to BSS and it will be displayed in the BSS subscription view. Since it is accepted, the subscription will be downgraded.

Cancel the subscription. You can send a cancellation request for the subscription, which is delivered in BSS and you can see it in the BSS subscription view. When the request is accepted, the subscription will be cancelled.

In the second section, the pending requests are displayed. The pending request are the cancellation and the downgrade requests that you have submitted. In this section you can cancel your requests.

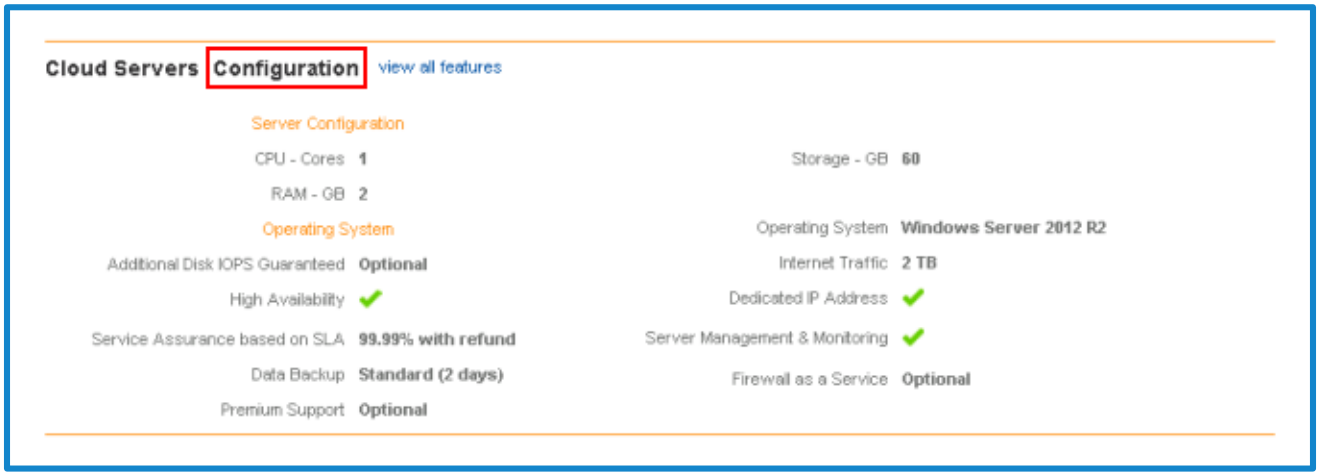
The next section, the Features section displays the features of the subscription, which are the product characteristics of the product, including the values of the add-ons applied.

In the last section, the "What You Pay" section, there is an analysis of the subscription. This analysis includes all the products of the subscription (the add-ons as well), their quantities, their unit prices, the discounts applied (and the discount analysis) and their final unit prices. In the same section, there is the option "View the purchase history", which (as you can see in the picture below) displays a list with all the changes of the subscription that have taken place since its start date. Those changes might refer to changes of the product quantity, the purchase or the cancellation of an add-on product etc.


Cloud Server Flex 1 CPU/13G RAM/60G HD - Purchase History
The list of your purchase / cancellations
Date Quantity Product
26/02/2014 +14 Cloud Server Flex 1 CPU/13G RAM/60G HD
26/02/2014 +1 Cloud Server Flex - Additional Virtual Interface
26/02/2014 +2 Cloud Server Flex - Additional Storage 10GB
17/02/2014 -1 Cloud Server Flex 1 CPU/13G RAM/60G HD
17/02/2014 -2 Cloud Server Flex 1 CPU/13G RAM/60G HD
17/02/2014 -1 Cloud Server Flex - Additional Public IP Address
17/02/2014 +2 Cloud Server Flex 1 CPU/13G RAM/60G HD
17/02/2014 -4 Cloud Server Flex - Additional Public IP Address
17/02/2014 +4 Cloud Server Flex - Additional Public IP Address
17/02/2014 -1 Cloud Server Flex - Additional Public IP Address
[10 Entries] 1 2
Close

Subscription View of a prepaid Configurable Product

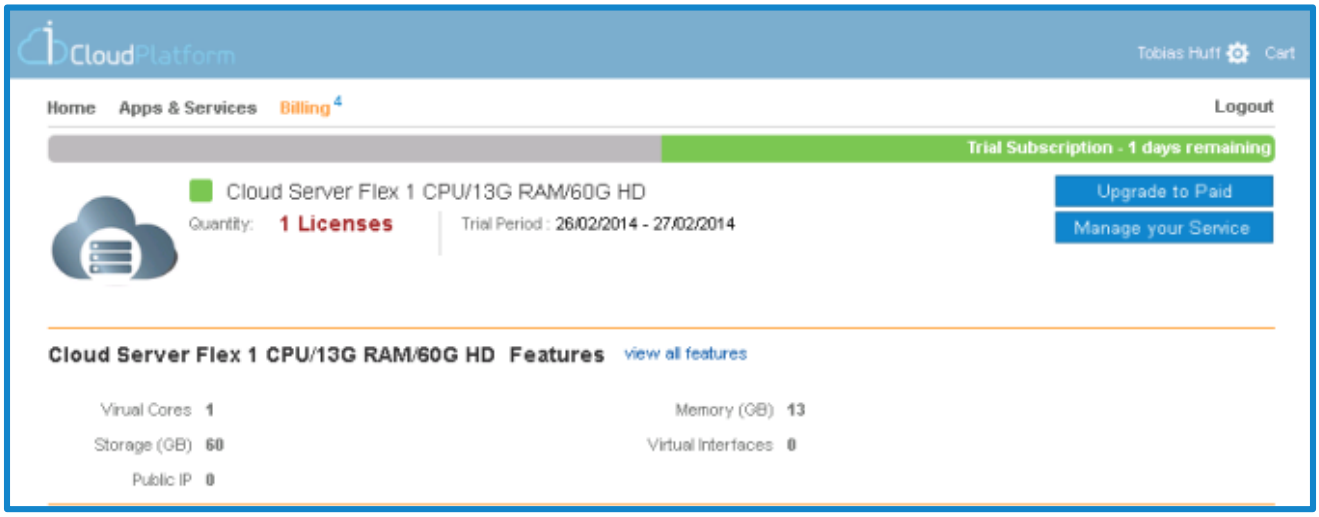
The only difference in this case is that the "Features" section is replaced by the "Configuration" section, in which the choices the user made during the checkout procedure are displayed.


Cloud Servers Configuration view all features
Server Configuration
CPU - Cores 1
RAM - GB 2
Operating System
Additional Disk IOPS Guaranteed Optional
High Availability
Service Assurance based on SLA 99.99% with refund
Data Backup Standard (2 days)
Premium Support Optional
Storage - GB 60
Operating System Windows Server 2012 R2
Internet Traffic 2 TB
Dedicated IP Address
Server Management & Monitoring
Firewall as a Service Optional

Trial Subscription View

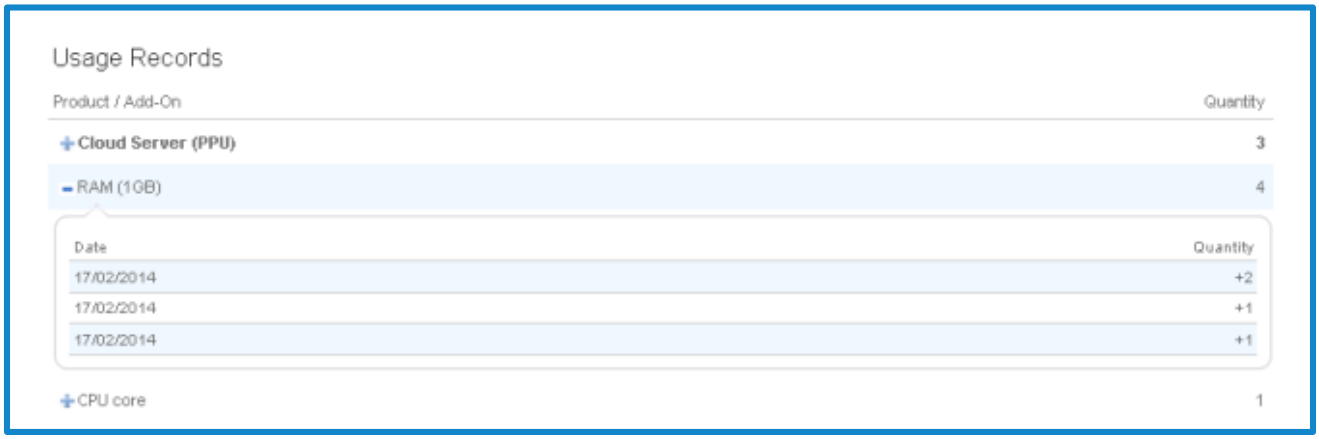
In the case of a trial subscription the subscription view page has a few differences. As you can see in the picture below, there is a progress bar, in which you can see the remaining days of the trial subscription. In this case, the options that the user has are only two:

- **Upgrade to paid.** The user might upgrade the trial subscription to a paid one.
- **Manage your service.** It is identical with the action described in the previous case.

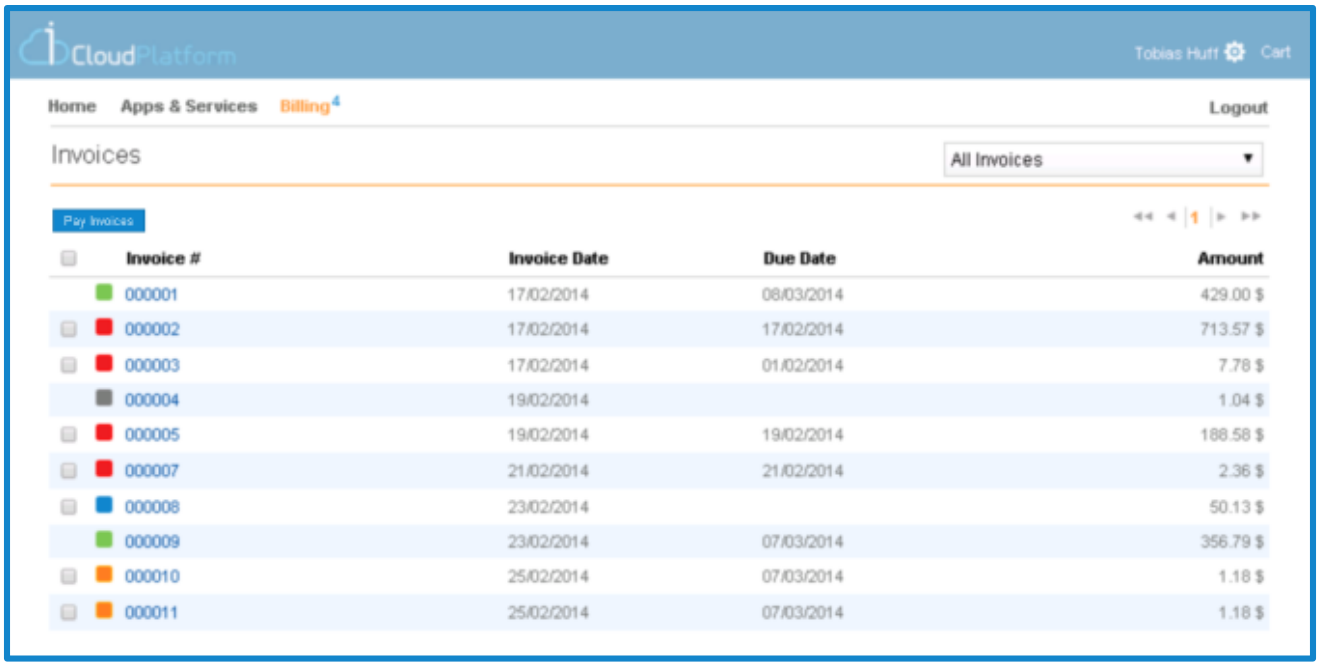


Subscription View for Pay-Per-Use (PPU) Products

In the case of a PPU product, there is an additional section, the "Usage Records" section, in which the usage records of the subscription product and the add-ons are displayed . That is, the current quantities of the products and a list of the records we got for each one of those.



14. Invoice List



On the right corner there is a drop down list of filters. Using a filter, you can choose to display all the invoices, only the overdue invoices etc.

“Pay Invoices” action. Select some invoices and press the action to pay them. In the first Column the Invoice number, which is a link to invoice view page, is displayed.

A checkbox is displayed next to the overdue and the outstanding invoices The invoice type / status is implied by its color:

- Green is for the paid invoices
- Red is for the overdue invoices
- Orange is for the outstanding invoices
- Blue is for the credit invoices
- Grey is for the cancelled invoices

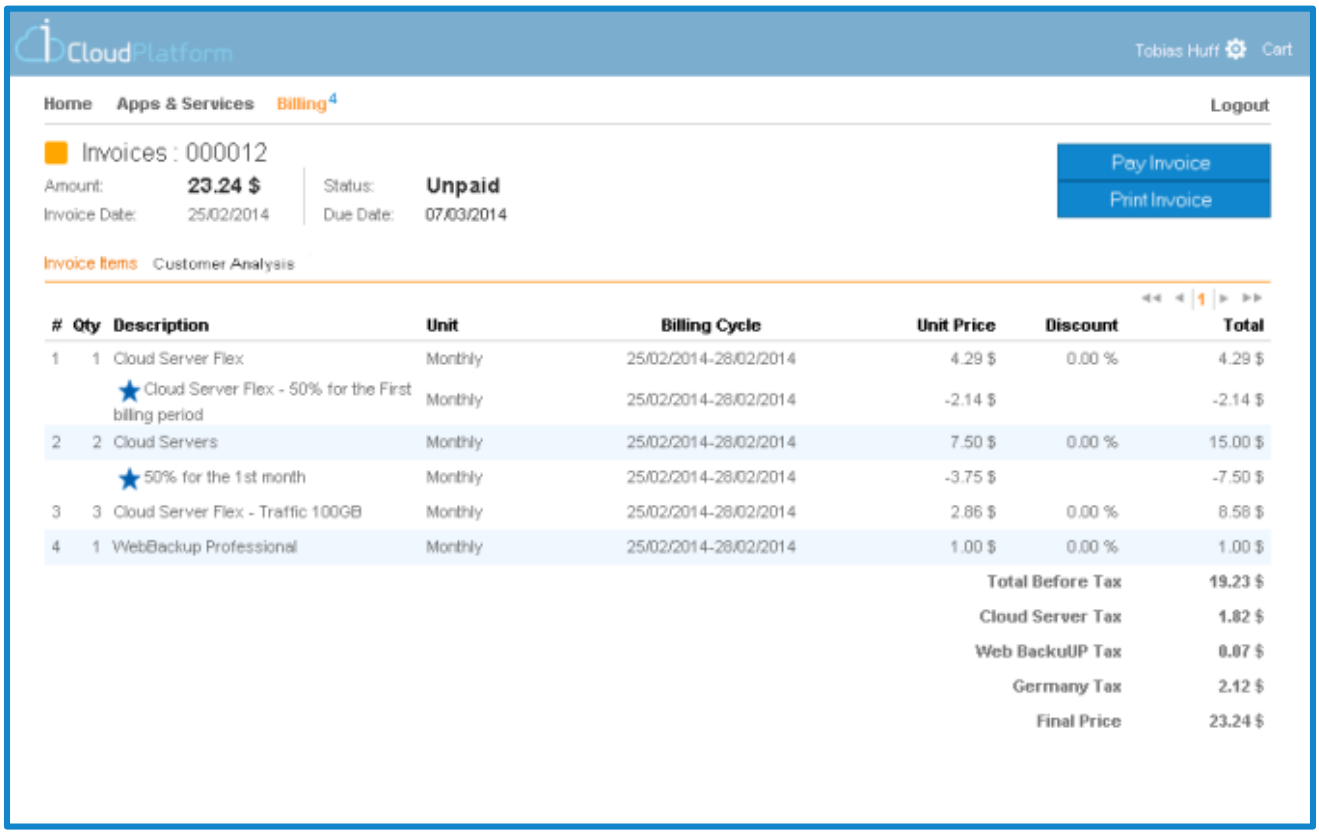
Second Column: Invoice Date. The day that the invoice was issued.

Third Column: The Due Date of the invoice. This column does not have value for the credit or the cancelled invoices.

Fourth Column: The Invoice amount.

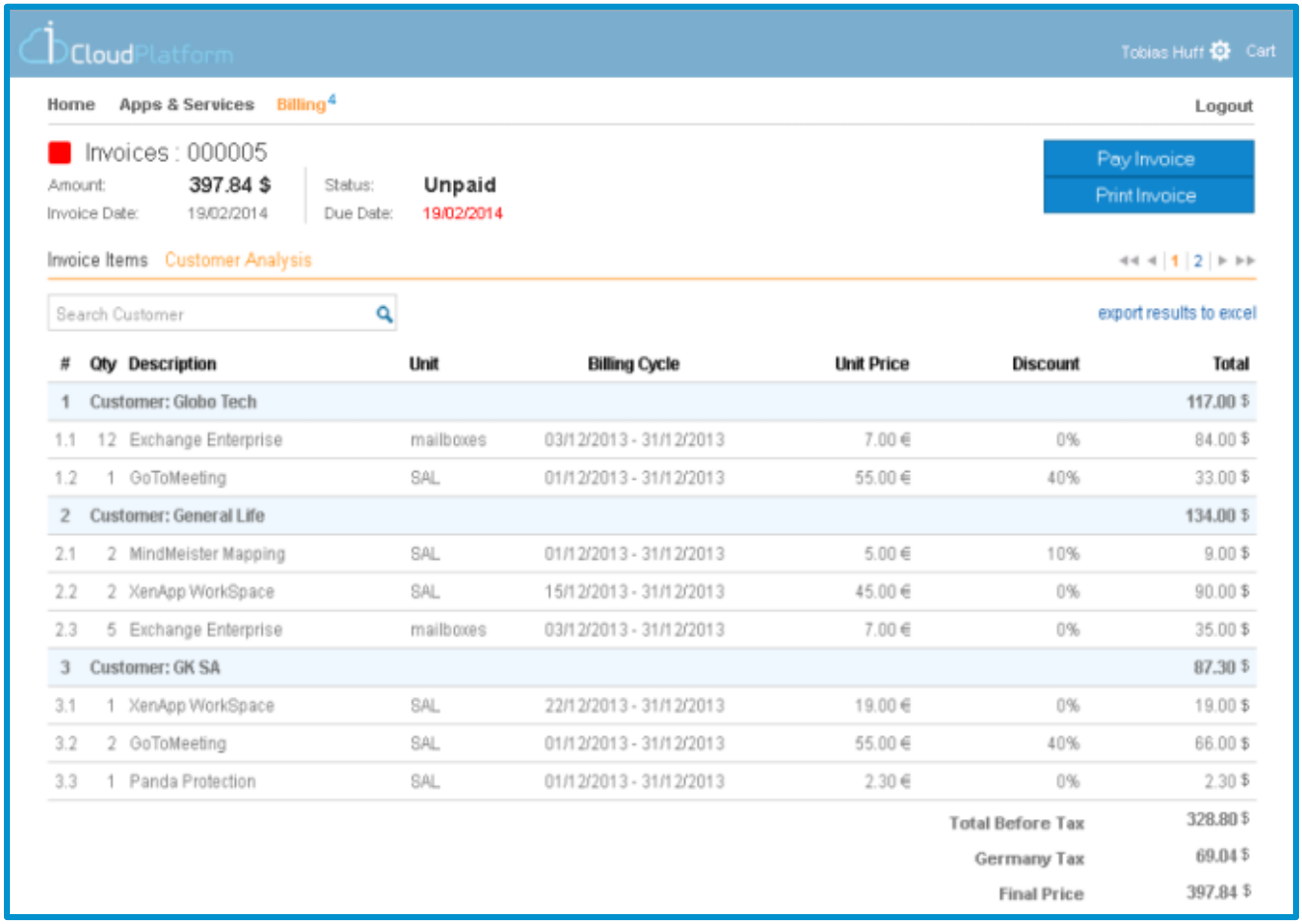
Storefront Invoice View

Case 1: The User is Customer


CloudPlatform
Tobias Huff
Cart
Home
Apps & Services
Billing 4
Logout
Invoices : 000012
Amount: 23.24 $
Invoice Date: 25/02/2014
Status: Unpaid
Due Date: 07/03/2014
Pay Invoice
Print Invoice
Invoice Items
Customer Analysis
Qty Description Unit Billing Cycle Unit Price Discount Total
1 1 Cloud Server Flex Monthly 25/02/2014-28/02/2014 4.29 $ 0.00 % 4.29 $
Cloud Server Flex - 50% for the First billing period Monthly 25/02/2014-28/02/2014 -2.14 $ -2.14 $
2 2 Cloud Servers Monthly 25/02/2014-28/02/2014 7.50 $ 0.00 % 15.00 $
50% for the 1st month Monthly 25/02/2014-28/02/2014 -3.75 $ -7.50 $
3 3 Cloud Server Flex - Traffic 100GB Monthly 25/02/2014-28/02/2014 2.86 $ 0.00 % 8.58 $
4 1 WebBackup Professional Monthly 25/02/2014-28/02/2014 1.00 $ 0.00 % 1.00 $
Total Before Tax 19.23 $
Cloud Server Tax 1.82 $
Web BackuUP Tax 0.07 $
Germany Tax 2.12 $
Final Price 23.24 $

- The Due Date is red if the invoice is overdue.
- Pay Invoice. It is enabled when a payment gateway has been defined for the customer.
- Print Ivoice. Displays a pop up with the invoice print-out .
- Invoice items tab. It displays a list of the invoice items and their basic attributes, such the quantity purchased, the unit price of the products, the total cost and a taxes analysis. The sorting is the one used in BSS.
- The paging of the tab is displayed on the right.

Case 2: The User is Reseller


CloudPlatform
Tobias Huff
Cart
Home
Apps & Services
Billing4
Logout
Invoices : 000005
Amount: 397.84 $
Invoice Date: 19/02/2014
Status: Unpaid
Due Date: 19/02/2014
Pay Invoice
Print Invoice
Invoice Items
Customer Analysis
Search Customer
export results to excel
Qty Description Unit Billing Cycle Unit Price Discount Total
1 Customer: Globo Tech 117.00 $
1.1 12 Exchange Enterprise mailboxes 03/12/2013 - 31/12/2013 7.00 € 0% 84.00 $
1.2 1 GoToMeeting SAL 01/12/2013 - 31/12/2013 55.00 € 40% 33.00 $
2 Customer: General Life 134.00 $
2.1 2 MindMeister Mapping SAL 01/12/2013 - 31/12/2013 5.00 € 10% 9.00 $
2.2 2 XenApp WorkSpace SAL 15/12/2013 - 31/12/2013 45.00 € 0% 90.00 $
2.3 5 Exchange Enterprise mailboxes 03/12/2013 - 31/12/2013 7.00 € 0% 35.00 $
3 Customer: GK SA 87.30 $
3.1 1 XenApp WorkSpace SAL 22/12/2013 - 31/12/2013 19.00 € 0% 19.00 $
3.2 2 GoToMeeting SAL 01/12/2013 - 31/12/2013 55.00 € 40% 66.00 $
3.3 1 Panda Protection SAL 01/12/2013 - 31/12/2013 2.30 € 0% 2.30 $
Total Before Tax 328.80 $
Germany Tax 69.04 $
Final Price 397.84 $

Customer Analysis tab. The “Customer Analysis” tab is only displayed when the logged in user is a reseller and the invoice contains charges for end customers. The layout is identical with the one there is in BSS. It includes the following options: -

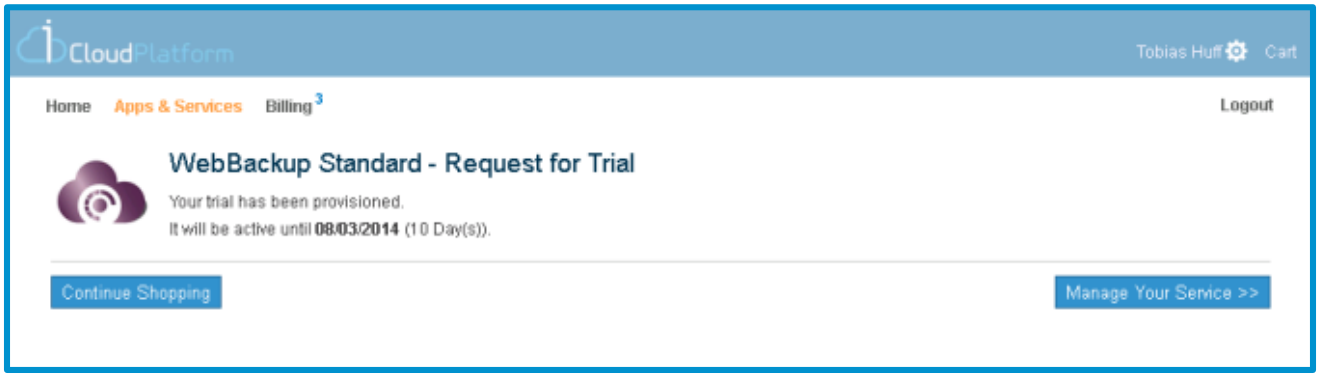
Customer search text box. - “Export results to excel” action. Exports the search results to excel. - Invoice Items list. The invoice items are grouped by the end customer. For each customer, is also displayed his/her total amount.

15. Storefront Trial Process

Case 1: Product without Order Characteristics

This is the most common scenario. The customer will get one license and always in the default unit price. So, by pressing the "Try Service" button, either in the Home Page, the Apps & Services page or the product view page, the system automatically starts the creation of the trial subscription and directs the user to the trial page. The action “Manage your Service” redirects the user to the subscription's view page. The "continue shopping" functions as it was described in the "Add to Basket" page.

Note 1: In product groups, by selecting the "Try it free" from a product group, then the trial that will be given is the product that has been marked for the trial.



Case 2: Product with Order Characteristics

In this case the trial process includes 2 pages: One for settings the order characteristics and one with the trial completion.

Step 1: Set the Order Characteristics. The order characteristics are displayed as they are in the "Add to Basket" process.

Step 2: Trial Completion. The only difference from the trial completion page of a product without order characteristics is that in this case the values that the customer selects are displayed.

Case 3: Configurable Product

When trials are given for a configurable product the configuration of the trial must be defined in BSS.

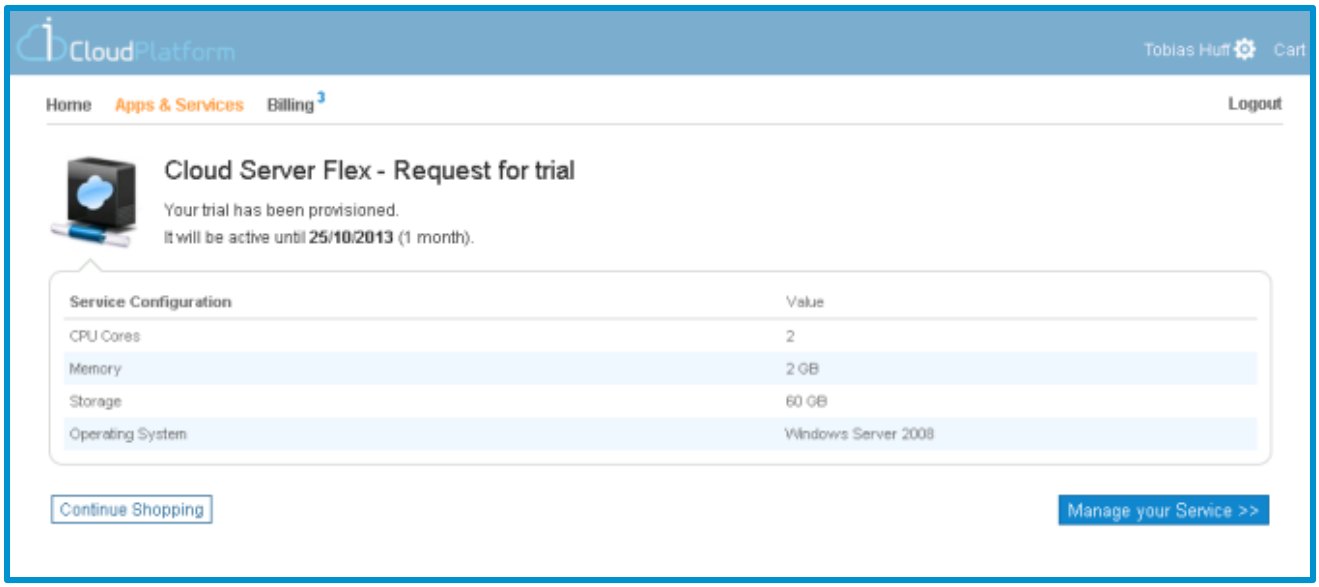
In in BSS there is the "Trial Period" section in the view page of a new product or when you edit a product. In this section the order characteristics that change the price are being also displayed without any grouping.

Try From Storefront: there are 2 flows depending if the customer can change the configuration or not:

The customer cannot change the configuration. In this case the trial is completed in one step. In the completion page the default configuration is displayed. The customer can change the configuration. This is a two-step process:

Step 1. The default service configuration is displayed with the option to change by the "Change Configuration" button. The service configuration section is exactly the same as in adding to Basket a Configurable Product. If the user selects to change configuration, he/her will see the pop up with the variations that can alter and instead of the "Calculate Cost" button will appear the "Accept configuration" button. By clicking that the pop up closes, the table will be updated with the choices made by the user and at the end there would be the option button “Submit Request” in order to proceed to the next step.

Step 2. The trial completion page. The values that the customer selected are being displayed. The only difference is that the table's header will be Service Configuration instead of Product Settings.



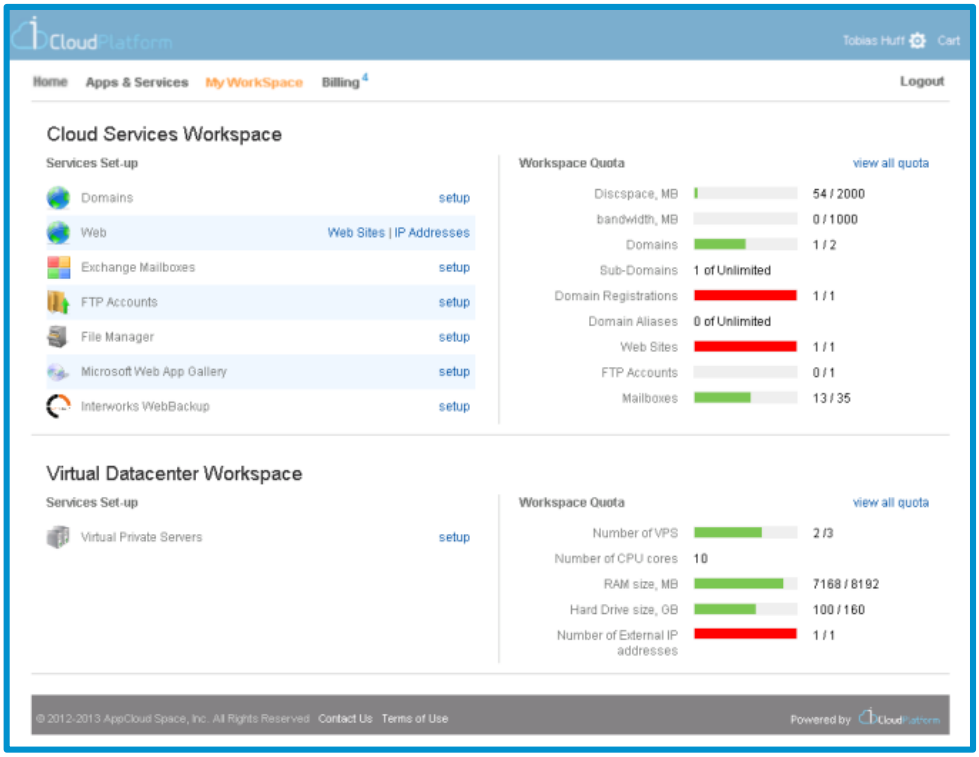
Case 4: The User is a Reseller

The reseller will be able to define if the trial is for him/her or for one of his customers. The functionality applies to all the above cases that are described for the various trial products. If the logged in user in Storefront is a BSS reseller then when he/she requests a trial the first page that is displayed is to define if the trial is for the reseller or for an end customer. The reseller will have three possible choices: he/she can choose the trial to be for personal use, for an existing customer, or for a new customer that he can add in the form displayed for this option. If he/her selects the 2nd or 3th option then the interface will be identical with the one in "End Customer" page in the basket. This page will have a Next button in the bottom that will display the next page based on selection made.

16. Storefront My Workspace

Case 1: The User is a Customer

"My Workspace" is displayed in the menu when the user has an active space in WSP or OSS. There is one section for each active hosting space the customer has in WSP. An active hosting space means that there is at least on active subscription in BSS that is related with this hosting space. The setup of the services is performed by pressing the setup links. These links display a pop-up with WSP interfaces. The “Workspace. Quota” Section displays the hosting space quota. It displays initially the quota that are displayed in WSP in hosting space first page. The link “view all quota” displays all the space quota. From My Invoices page, you can see all your invoices. You can use the “View” drop down list to change between different views (e.g. Debit invoices, Credit Invoices, Unpaid invoices etc).



Case 2: The User is a Reseller

“My Workspace" is displayed in the menu when the user has an active space in WSP or OSS for personal usage.